# FaxFinder<sup>®</sup> V.34 Fax Servers FF Model Series

# **Client User Guide**



Multi-Tech Systems, Inc.

#### FaxFinder<sup>®</sup> Client User Guide Fax Client Software for FaxFinder Series

#### PN S000406E, Version E

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#### Revisions

Level	Date	Description
Α	03/15/06	Initial release for FF-420/820 models.
В	03/02/07	Revised to add FF-120/220 models & generalized for all FF models.
С	04/17/07	Revised tech support listing.
D	11/20/07	Revised tech support listing, removed France office.
E	07/11/08	Update content for new version. Update format.

#### Patents

This device covered by the following patent: 5,673,268

#### Trademarks

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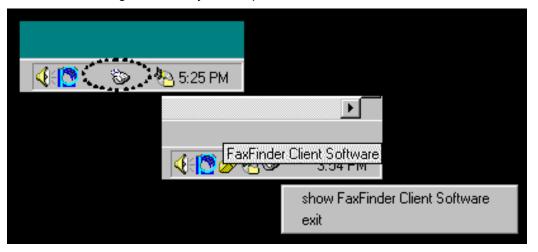
# **Chapter 1 - Introduction**

The **FaxFinder Fax Client Software** lets you deal with faxes in a new and convenient way. You can now send faxes simply by printing files from application programs (word processors, graphics programs, Notepad – essentially any program that can print). You receive fax messages as graphics file attachments to email messages from the FaxFinder Administrator or Attendant. You will view these graphics files (PDF or TIF) using either a PDF viewer or a TIFF viewer. The PDF viewer could be any commercial viewer or any open source PDF viewer. The FaxFinder is shipped with the **Multi-Tech Tiff Viewer** as part of the suite of FaxFinder client software. Other TIFF viewers are available from many different sources.

This arrangement lets you send and receive faxes at your own desk and deal with them entirely electronically if you so choose.

#### **Accessing the FaxFinder Client Software**

After the FaxFinder Fax Client Software has been installed, it will be on whenever your computer is running, unless you specifically turn it off. An icon for the FaxFinder Fax Client Software will appear in the 'tray' area in the lower right corner of your computer screen.



You must click on this icon and select "show FaxFinder Client Software" to make the program's main screen visible. You can also start the FaxFinder client software from the **Start | Programs** menu.

#### Main Screen of FaxFinder Fax Client Software

*	FaxFinder Fa	x Client Software			<b>X</b>		_[	IJ×
File	e Edit Help				v			
	Device Status	Pending Faxes Fa	ax Ports   Fa:	x Log Address Book	1			
	Device			Status		Recipient		
	Print Capture			idle				
	Outlook Sync 192,168,4,8			idle login failure - device r	wat F			
	192.168.4.9			login failure - device r				
				··· •				
	1							

However, you can send and receive faxes without viewing the main screen.

### Sending Faxes

To send a fax from an application program, you must change that application program's target printer to "Multi-Tech FaxFinder" (this option becomes available as soon as the FaxFinder client software is installed on your PC). Then, when you invoke the **Print** command from your application software, the document will be effectively scanned or "captured" electronically in preparation for going out as a fax -- instead of being printed on paper. Shortly after you invoke the Print command, the **FaxFinder Send Fax** screen will appear. That's where you specify the recipient(s) of the fax message.

FaxFinder Send Fax					
Recipients	Fax Number		Documents	Pages +	
Heinrich Feldman Sven Tucker Tyler Addison	97859874 7175854 7175782		murkie-pond01c.tif	1 ~ V	
+ - Address Book			Send : Immediately	Schedule	
Cover Page					
Use Cover Page	Cover Page Style:	rockymtn03	•	View/Edit	
Subject: Murkie Pond drawing					
Cover Page Notes:					
Sven, please relay this drawing to th Tell them that Rocky Mountain Consti 60 more lots in this development with	uction will be defining	g			
Send Fax Preview Fax Ca	ncel				

The FaxFinder Send Fax screen also lets you add common items to the fax message: a cover page, a brief comment, etc. The FaxFinder Fax Client Software also includes an **Address Book** in which you can store information about parties to whom you may regularly send faxes. The FaxFinder Send Fax screen gives you access to the Address Book so that all of the recipient's contact information (company name, street address, voice phone number, etc.) can be added automatically.

# **Receiving Faxes**

To receive a fax from the FaxFinder system, you simply open the email message received from the FaxFinder Administrator or forwarded from a party who serves as a "FaxFinder Attendant" for your network. The way you receive fax emails (either directly from the Administrator or as forwarded from the Attendant) depends on the kind of phone service you have (whether through a PBX or not and depending also on PBX features). The fax email you receive will open either into the PDF viewer program, the Multi-Tech Tiff Viewer, or another TIF-viewing program that you specify. You can then view the fax message, print it, save it, forward it, etc., as needed. (Only TIF files can be forwarded; PDF files cannot be forwarded through the FaxFinder system.)

These are the basics about FaxFinder. The FaxFinder Fax Client Software has many capabilities. This manual describes them and shows examples of how they work. You will find sections on most common operations in the table of contents. We also present detailed descriptions of each software screen.

The FaxFinder is really pretty easy to use. We hope you enjoy it. If you have problems, call our Tech Support Department at 1-800-972-2439.

### **Related Manuals**

The FF-120/220/420/820 FaxFinder hardware unit comes with 4 manuals that serve different purposes. A fifth reference manual is available on the Multi-Tech web site.

Title	Format	Purpose
Administrator User Guide	on CD	Presents comprehensive info about FaxFinder unit, server software, & client software.
Client User Guide (this manual)	on CD	Comprehensive user info for FaxFinder clients.
Client Operation Primer	on CD	Brief instructions for sending and receiving faxes via the FaxFinder system. Multi-Tech recommends that you print out a copy of this document for each user.
Cabling Guide	in print	FaxFinder Administrator should use this manual to make cabling connections for the FaxFinder unit.
FaxFinder Reference Guide (IP Office PBX Interface)	on MTS web site	FaxFinder Administrator should use this manual to configure the FaxFinder unit in conjunction with the Avaya IP Office PBX.

Client users of the FaxFinder system should expect to receive electronic files of the *Client User Guide* and the *Client Operation Primer* from the FaxFinder administrator. Print out these manuals in whole or in part as needed.

Multi-Tech manuals and other resources are available on the Multi-Tech Web page at <u>http://www.multitech.com</u>.

# Chapter 2 – FaxFinder Client Software Configuration

To configure the FaxFinder Client Software, you must first install the software on a PC and then associate that installed client software with one or more specific FaxFinder hardware units.

#### Installing FaxFinder Client Software

A. Insert the FaxFinder Product CD into the CD-ROM drive of the client PC. If the CD does not auto start, use Windows Explorer to navigate to your CD drive and launch the installation program by double-clicking on **cd\_start.exe** file on the CD. From the menu presented, click the Software button.

From the new screen presented, select the Client Software button to install the Multi-Tech FaxFinder Client software for using the FaxFinder unit.

**Important:** Should you have any old versions of the FaxFinder client software installed, please uninstall that prior to installing the new version. For your convenience, there is a mass uninstaller available for push uninstalls on the product CD. It is in the Software folder and is called '*Remove\_InstallShield\_FFClient.msi*.

🖶 FaxFinder Client Software	
Welcome to the FaxFinder Client Software Setup Wizard	۲
The installer will guide you through the steps required to install FaxFinder Client Softwa computer.	re on your
WARNING: This computer program is protected by copyright law and international trea Unauthorized duplication or distribution of this program, or any portion of it, may result ir or criminal penalties, and will be prosecuted to the maximum extent possible under the	n severe civil
Cancel < Back	Next >

B. At the **Welcome** screen, click **Next**.

🛃 FaxFinder Client Software	
Select Installation Folder	۲
The installer will install FaxFinder Client Software to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below	or click "Browse".
Eolder: C:\Program Files\Multi-Tech Systems\FaxFinder Client Software\	Browse Disk Cost
Cancel < Back	Next >

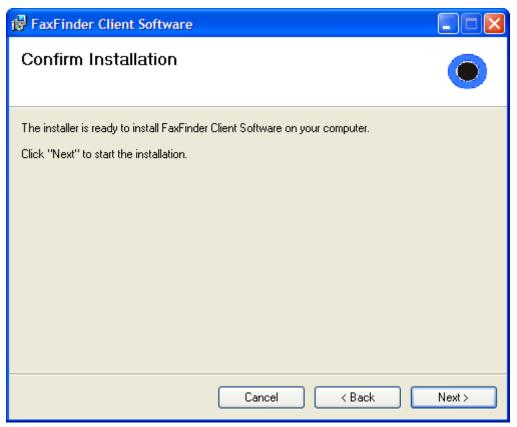
C. At the **Select Installation Folder** screen, browse to the desired file location for the FaxFinder client software. In most cases, the default file location is recommended.

🔂 FaxFinder Client Software Disk Space							
The list below includes the drives you can install FaxFinder Client Software to, along with each drive's available and required disk space.							
	Volume	Disk Size	Available	Required	Difference		
	<b>○</b> C:	74GB	68GB	23МВ	68GB		
					ОК		

Clicking on the **Disk Cost** button will show you the size of the software being installed as well as the available disk space of the target drive.

When the destination location is correct, click Next.

D. At the Confirm Installation screen, click Next to begin the installation..



E. A transient screen will appear while files are being copied.



F. You will be asked whether or not you want to associate *.tif* and *.cpg* files with the Multi-Tech Tiff Viewer. Click **Yes** (unless you prefer to use a different viewer program).

If a Question screen appears asking "Warning - the extension *.tif* is already registered, Overwrite?," you must respond. Click **Yes** if you wish to use the TIFF viewer installed with the FaxFinder Client Software. Click **No** if you prefer to use a different software package for viewing *.tif* files.



G. You will be asked if you want the Client software to automatically launch when the installation is complete. Select your preference.



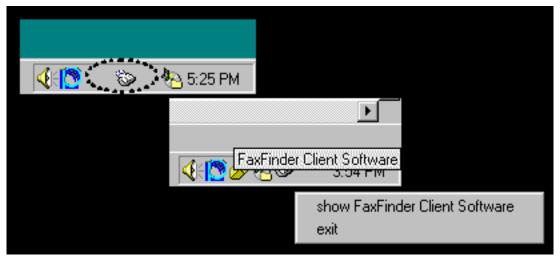
H. Then the Installation Complete screen will appear.

🔀 FaxFinder Client Software		
Installation Complete		۲
FaxFinder Client Software has been succ Click "Close" to exit.	essfully installed.	
	Cancel < Back	Close

Click Close.

The FaxFinder Fax Client Software starts automatically when the installation is complete.

Icons for the FaxFinder software applications will appear in the Windows **Start** menu. After installation, the Client Software starts up whenever the computer is booted. A FaxFinder icon appears in the tray area at the lower-right corner of the screen. The FaxFinder Fax Client Software screen can be opened from either the Start menu icon or the tray icon. (If the Client Software is shut down, it can be re-opened from the Start menu or by double-clicking on the FF110.EXE file, which, following a typical, default installation, would be located at C:\Program Files \ Multi-Tech Systems\FaxFinder Client Software\.)



The FaxFinder Fax Client Software starts automatically when the installation is complete.

#### Establishing Client User's ID in System

When the FaxFinder Fax Client Software starts, you will be prompted to enter your own client user information in the **Options | Identification** screen. You will not be able to access or use the FaxFinder client until this step has been done.

	Options	
	Identification Fax R	etry Date/Time Server Priority Advanced Logging
nder Fax Client - WARNING	Name:	Clem Rawls
se fill in the Options:Identification tab for the current user.	Company:	Foster Peterson Bril, LLP
ОК	Phone Number:	604-555-2121
	Fax Number:	604-555-8324
	Fax Header Local ID:	Fax Number
		Ok Cancel

The default value for the **Options | Identification** "Fax Header Local ID" field is the value taken from the "Fax ID" field (from the FaxFinder Server **Modem Configuration** screen) for the modem used in the fax transmission.

Icons for the FaxFinder software applications will appear in the Windows **Start** menu. After installation, the Client Software starts up whenever the computer is booted. A FaxFinder icon appears in the tray area at the lower-right corner of the screen. The FaxFinder Fax Client Software screen can be opened from either the Start menu icon or the tray icon. (If the Client Software is shut down, it can be re-opened from the Start menu or by double-clicking on a file named FF110.EXE (or something very similar), which, following a typical, default installation, would be located at C:\Program Files \ Multi-Tech Systems\FaxFinder Client Software\.)

🔍 🚺 🔊 🔊 🗞 5:25 PM	
	inder Client Software उ. उम्माल
	show FaxFinder Client Software
	exit

FaxFi Ple

## Associating Client with Specific FaxFinder Unit(s)

Sometimes more than one FaxFinder unit is connected to an Ethernet network. In some cases, certain client users might be assigned to some FaxFinder units and not assigned to others. After the FaxFinder client software is installed, you must associate it with one or more FaxFinder units. This procedure shows you how to make this association so that faxes may be sent from a particular FaxFinder unit to the email inbox of your PC. To do this procedure, you will need to know the IP address of the FaxFinder unit. Be aware that an individual FaxFinder client user can be associated with more than one FaxFinder unit. This could easily be the case in an office that is large and/or an office that has a great deal of fax traffic.

1. At the main screen of the FaxFinder Fax Client Software, click on Edit and select "Add Fax Server."

🐌 F	axFinder Fax Client Software			
File	Edit Address Book Help	4		
De	Add Fax Server Add Contact	Ports   Fax Log   Address Book	d	
[	Edit Cover Page Template	Status	Recipient	
	Print Capture	idle		
	192.168.4.81 (FF110) Independer			
	192.168.4.96 unknown	logged in		

 At the Add Device Address screen, in the "Select Server" field, highlight "FaxFinder." In the "Enter Address" field, enter the IP address or domain name of the FaxFinder unit that the client will use.

A client can be associated with more than one FaxFinder unit, but the associations must be established one at a time.

Add Device Address		x
Select Server	FaxFinder	
🔲 Server Behind Fire	ewall	
Enter Address		
	IP Address (eg. 192.168.2.1) or a ssigned to the fax server (eg. prv)	
Username:		
Password:		
	ssword combination assigned to you by allow you to send faxes using this fax	
ок	Cancel	

3. Enter, in the appropriate fields, the **Username** and **Password** that the client will use when accessing this FaxFinder unit. If the client is to be associated with multiple FaxFinder units, a different Username and Password could be established for each. However, in most cases, it is advisable (for

the sake of simplicity and convenience) to use the same Username and Password for all FaxFinder units.

**NOTE:** The Username entered here must match the entry used in the "User ID" field of the **Phone Book** screen in the FaxFinder Server Software. The password entered here must match the password entered for this client in the **Password Administration** screen in the FaxFinder Server software.

Click OK.

4. A new FaxFinder entry should appear on the "Device Status" tab of the **FaxFinder Fax Client Software** screen.

30	⊳ F	axFinder Fa	κ Client Softwa	re			
F	ile	Edit Addres	ss Book Help				
	D	evice Status	Pending Faxes	Fax Ports	Fax Lo	g	Address Book
		Device			Sta	atus	
		Print Capture			idle	-	
			at 192.168.4.89		idle		
		Fax Finder2 a	at 192,168, 4,96		idle	Э	
	'						
	_					_	

The status of the newly registered FaxFinder unit should momentarily go from "Logging in" to "Idle." If it goes to Login Failure, then one of two things is wrong:

- a. The IP address or domain name is wrong. If that is the case, delete that entry (by right-clicking **DELETE**), and enter a new one; otherwise,
- b. The Username/Password combination may be wrong. Verify that the client Username/Password combination (accessible by right-clicking and selecting **Properties** on the FaxFinder listed in the Device Status tab of the client software) matches the **User ID/Password** combination assigned to the client-user by the FaxFinder Administrator.

## **Disassociating the Client from a Specific FaxFinder Unit**

In this procedure, you will un-do the procedure "Associating Client with a Specific FaxFinder Unit." This situation might occur when changes are being made in the network faxing system. In any event, this procedure severs the tie between your PC and a specific FaxFinder unit so that you will no longer be connected to it for sending fax messages. (Faxes can be received in email form from the FaxFinder server, despite disassociating from the FaxFinder server, as long as the receiving party is entered in the FaxFinder Phone Book.) In cases where the client is currently associated with more than one FaxFinder unit, you will need to know the IP address of the specific FaxFinder unit from which you want to disconnect.

1. Open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit from which you want to disconnect (you can identify the FaxFinder unit by its IP address or domain name). Right-click on it and select **delete**.

3	Þ F	axFinder Fa	x Client Softwa	re		
F	ile	Edit Addre	ss Book Help			
	D	evice Status	Pending Faxes	Fax Ports	Fax Log	Ad
		Device			Statu	IS
		Print Capture			idle	
		192.168.4.81	l (FF110) Indepei	<sup>10</sup> delete		
		172,100,177	GINGIOMI	disable	;	3
				abort		
				abort a	and pause	:
				proper	ties	

2. Your FaxFinder Client Software will no longer be able to send faxes through this particular FaxFinder unit.

# **Disabling and Re-Enabling a Client's FaxFinder Service**

Disabling a FaxFinder's service to a specific client is simply a temporary version of disassociating the client from that FaxFinder. When a client has disabled the FaxFinder's service to that client, the client/user cannot send faxes through the FaxFinder. (Faxes can be received in email form from the FaxFinder server, despite this disabling, as long as the receiving party is entered in the FaxFinder Phone Book.) The client can easily re-establish FaxFinder service by toggling the **Disable** command (now shown with a "" beside it), thus enabling service once again.

1. Open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit from which you want to disconnect temporarily (you can identify the FaxFinder unit by its IP address or domain name). Right-click on it and select **disable**.

*	🐌 FaxFinder Fax Client Software						
File	File Edit Address Book Help						
	Device Stat	us Pending Faxes Fax					
	Device						
	Print Capture 192.168.4.81 (FF110) Independer						
	192.168	delete					
		disable					
	1	abort					
		abort and pause					
		properties					

- 2. When disabled, a check mark will appear beside the disable command.
- 3. To re-enable the FaxFinder unit for your use, that is to avail your PC of its service once again, open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit to which you want to re-connect. Right-click on it and select **disable**. You will now be re-connected to service by this FaxFinder unit.

### **Sending Test Fax**

To verify that the software installation has succeeded, you should use the FaxFinder client software to send a fax to a regular fax machine (preferably a local fax machine). To do so, follow the instructions for the "Sending a Fax" procedure in Chapter 3.

# FaxFinder Fax Client Software Menu Command Definitions

🐌 FaxFinder Fax Client Software								
<u>File</u> <u>E</u> dit <u>A</u> ddress B	<u>File</u> <u>E</u> dit <u>A</u> ddress Book <u>H</u> elp							
<u>S</u> end Fax Pause Scheduler ing Faxes Fax Ports Fax Log Addri								
Options		Status						
E <u>x</u> it	68.3.30	idle idle						

FaxFinder Fax Client Software Menu Command Definitions				
Command Name	Values	Description		
File menu con	nmands			
Send Fax		Brings up the <b>FaxFinder Send Fax</b> screen, the first step in transmitting a fax message via the FaxFinder system.		
Pause Scheduler		When you invoke the Pause Scheduler command, any faxes currently pending will not be sent and any fax transmissions attempted while this command is in force will not be sent. When the scheduler has been paused, you must select <b>Pause Scheduler</b> to rescind the command. That is to say, this command toggles on and off when selected repeatedly. If the computer is rebooted, the FaxFinder Fax Client Software will cancel the Pause Scheduler command at startup. Any faxes that had been paused and left unsent when the computer was turned off will be sent immediately when the computer is turned on again.		

🎾 F	FaxFinder Send Fax				_ 🗆 ×
R€	ecipients			-Documents	
	Name lim Olson + Address Book	Fax Number 970-555-2919		Document calico-lot-taxes.tif murkie-pond01c.tif nat-re-brick-shingl Schedule	Pages + 1 - 1 - 1 V Schedule
	over Page Use Cover Page d	Cover Page Style:	BoldComplete	T	View/Edit
Su	ubject: construction review				
Co	over Page Notes:				
Ρ	Please review these documents. There	e will be many more.			
Se	end Fax Preview Fax Canc	el			

#### The FaxFinder Send Fax Screen

The **FaxFinder Send Fax** screen appears (a) when you 'print to FaxFinder' from any application program, or (b) when you select the **Send Fax** command from the File menu of the FaxFinder Fax Client Software screen.

FaxFinder Send Fax Screen Definitions					
Command/Field Name	Values	Description			
Recipients	pane				
Name (column)	alphanumeric	Party to whom the fax will be sent. You cannot type in this window. When a recipient is specified either from the <b>Address Book</b> or from the <b>Enter a Fax Recipient</b> window, that recipient's name will appear in this field.			
Fax Number (column)	numeric	Fax number to which the fax will be sent. You cannot type in this window. When a fax number is specified either from the <b>Address Book</b> or from the <b>Enter a Fax Recipient</b> window, that fax number will appear in this field.			

FaxFinder Send Fax Screen Definitions (cont'd)					
Command/Field Name	Values	Description			
Recipients	pane				
+ (button) Enter a Fax Recipient Name: John Doe Fax Number: 763-555-9510		Brings up the Enter a Fax Recipient window. At this window, you enter the name and fax number of the party to whom the fax will be sent. After you click OK in this window, the FaxFinder-Add Recipient window will appear and prompt you as to whether or not you want to add this recipient to the Address Book. If you check the Remember this response box, the response you select			
FaxFinder - Add Recipient         Would you like to add this recipient to         Yes       No         Image: Remember this response	OK Cancel	will be remembered. In other words, if you check Remember this response, and click the <b>No</b> button, recipients added using the + button on the Send Fax Form will never be automatically added to the Address book. If you check Remember this response, and click the <b>Yes</b> button, recipients added using the + button on the Send Fax Form will always be automatically added to the Address book.			
- (button)		Removes a selected entry from the Recipients list. You will be prompted (by the <b>FaxFinder – Delete?</b> screen) to confirm removal of the recipient from the list of recipients.			
Address Book (button)		Brings up the <b>Address Book</b> screen from which a fax recipient can be chosen.			
Documents	pane				
Document (column)	entries are alphanumeric with file-type extensions	File name of document to be transmitted as a fax.			
Pages (column)	entries are numeric	Length (number of pages) of the fax to be transmitted.			
+ (button)		Click this button to add another document to the fax transmission. Only TIFF files can be added with this.			
- (button)		Click this button to remove a document from the list of items to be faxed. You will be prompted (by the <b>FaxFinder – Delete?</b> screen) to confirm removal of the item from the fax queue.			
Λ (button)		Clicking this button moves a selected document upward in the queue. For example, if the file <i>jonesbill.tif</i> is third in the <b>Document</b> list, clicking will cause it to be the second item faxed.			
V (button)		Clicking this button moves a selected document downward in the queue. For example, if the file <i>jonesbill.tif</i> is fourth in the <b>Document</b> list, clicking will cause it to be the fifth item faxed.			
Schedule p					
Send field	"immediately" -or- at designated later time	This field specifies when a fax will be sent. By default, the fax will be sent immediately. If you click the Schedule button and re-schedule the transmission, the time and date of the forthcoming transmission will be listed.			
Schedule (button)		Click here to schedule a fax for transmission at a later time. This button brings up the <b>Fax Scheduling</b> screen. See the procedure "Scheduling Fax Transmissions" in Chapter 6.			

FaxFinder Send Fax Screen Definitions (cont'd)				
Command/Field Name	Values	Description		
Cover Page	pane			
Use Cover Page	Y/N	Check this checkbox to include a cover page with your fax.		
Cover Page Style	BoldComplete, BoldComplete2, FaxComplete, LongComment, PlainComplete, PlainShort	If you have checked <b>Use Cover Page</b> , you can select a cover page style for your fax from this drop-down menu. Six standard cover page styles are standard. You can revise any one of these or create a new cover page style using the Template Editor program.		
View/Edit (button)		Brings up the cover page Template Editor program where the chosen cover page template can be seen and/or altered.		
Subject	alphanumeric	Here you can type a brief description of the contents of the fax. The placement of this "Subject" description will depend on the cover page style that you use.		
Cover Page Notes	alphanumeric	Here you can type a lengthy comment about the fax or related topics.		
Send Fax (button)		Click here to invoke the sending of the fax.		
Preview Fax (button)		Click here to see a preview of the fax, including the cover page. This preview will appear in the TIFF viewer.		
Cancel (button)		Click here to cancel the sending of the fax.		

FaxFinder Fax Client Software Menu Command Definitions				
Option tab	Description			
Option tab         Options       Image: Company: Co	DescriptionIdentification tab.The Fax Header Local ID can be used to set the ID of the Sending Modem when Sending a Fax using the FaxFinder Client. The Modem ID string is displayed in the header information of a sent fax. For many Fax machines, it is the phone number of the sending fax machine. The default is the Modem Fax ID which is set via Modem Configuration in the FaxFinder Server web interface. Phone Number will use the Identification Tab's Phone number field as the Modem ID string. Fax Number will use the Identification Tab's Fax number field as the Modem ID string.Fax Retry tab.Here the client user can specify, for faxes that were not sent successfully on the first attempt, the number of subsequent attempts to be made, the interval between these attempts, when attempts should expire.			
Fax Header Local ID:         Default (modem Fax ID)         Identification       Fax Retry       Date/Time       Server Priority         Number Of Retries:       2         Retry Wait Interval:       5       min       0       secs	Date/Time tab. Here you enter the date and time formats for the fax header. Server Priority tab. Here you choose to which fax server a sent fax would first be directed: to a FaxFinder, to a Hylafax, or to the first available. This applies only to special multiple-modem server systems that use both FaxFinder and Hylafax.			
Fax Expire Time:       0       hr       30       min         Identification       Fax Retry       Date/Time       Server Priority       Advanced       Logging         Time Format:       12 hour       Image: Date Format:       MM-DD-YYYY       Image: MM-DD-YYYY         Identification       Fax Retry       Date/Time       Server Priority         Server Priority:       Image: FirstAvailable       FaxFinder	Advanced tab. Here you designate the circumstances that will make the Send Fax window become minimized and allow the enabling of the synchronization of the FaxFinder Address Book with a Microsoft Outlook address book. Trace Outlook Sync should only be selected when directed by Multi-Tech Support as it generates a large amount of logging information and should not be left on for extended periods of time. It will generate a debug log that can be be used to debug problems syncing address book entries with Outlook.			
Identification       Fax Retry       Date/Time       Server Priority       Advanced       Logging         Minimize On Close       Iminimize After Send       Imini	Logging tab. Select Save Log on Exit to ensure the Log file exists after the application is closed. A Trace Level of 9 is the highest trace setting. A Trace Level of 1 is the lowest (least amount of trace) setting. Select Custom Log File to create a log file other than the default. You may Browse to an existing File Folder and type in the name of the custom log file in the edit field. Click Defaults to restore the Logging information to factory defaults. Click View Log to view the existing log file. Click Explore to start an explorer window to find existing log files. Click Delete Log to erase the current log. Click Delete All Logs to remove any previously existing Log Files. Click Cancel to Cancel any changes made.			

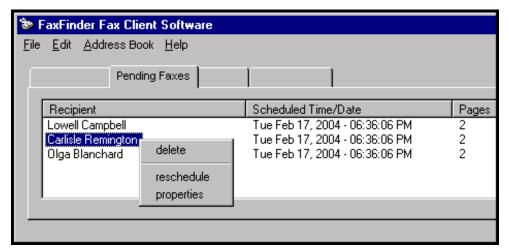
🐌 F	🐌 FaxFinder Fax Client Software					
<u>F</u> ile	<u>File</u> <u>E</u> dit <u>A</u> ddress Book <u>H</u> elp					
	Add Fax Server					
	Edit Cover Page Template					

FaxFinder Fa	ax Client Software	Menu Command Definitions (cont'd)
Command Name	Values	Description
Edit menu commands		
Add Fax Server		Brings up the <b>Add Device Address</b> screen so that a FaxFinder or HylaFax server on the network can be associated with the client. A client can be served by more than one FaxFinder unit. See the procedure "Associating Client with Specific FaxFinder Unit(s)" earlier in this chapter.
Add Contact		Brings up the <b>New Contact</b> screen so that an recipient can be added to the Address Book. Once a recipient's contact info has been entered into the Address Book, faxes sent to that party will have the destination fax number automatically conveyed to the FaxFinder unit. Info from recipient's Address Book entry will also be included in automated fields on fax cover pages where applicable (for example, the voice phone number, company name, and city of the recipient might be two fields included on the cover page). See the procedure "Setting Up Your Address Book Manually" in Chapter 6.
Edit Cover Page Template		Brings up the Cover Page Generator (or Template Editor) program so that fax cover pages can be created or modified. See the procedure "Creating or Modifying Cover Page Styles" in Chapter 6.
Help menu commands		Online Help is not currently supported. See User Guides for detailed instructions. An "About" command brings up the <b>FaxFinder Fax Client</b> <b>About</b> screen, which identifies the software's version.

3	🗞 FaxFinder Fax Client Software			
E	ile	<u>E</u> dit <u>A</u> ddress Book <u>H</u>	elp	
		a da gran d		
	D	evice Status		
	[	Device	Status	Recipient
		Print Capture	idle	Treespierre
		Fax Finder at 192.168.3.3	delete	1
			disable	
			abort	
	1			
			abort and pause	
			update	
			properties	

FaxFinder F	ax Client Software M	enu Command Definitions (cont'd)
Field Name	Values	Description
Device Stat	us tab	
Device (column)	alphanumeric	Shows status of FaxFinder or HylaFAX server units with which the client is associated. Also shows status of the "Print Capture" function and the "Outlook Synchronizer" function.
Status (column)	idle, negotiating, preparing to capture, capturing page <i>n</i> , sending fax page <i>n</i> , receiving fax page <i>n</i> , success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error < <i>descriptor</i> >	Shows the status of the FaxFinder or HylaFAX fax server unit pertaining to its fax sending and receiving capabilities and to its print/image capturing capabilities.
Recipient (column)	alphanumeric	Shows the name and fax number of recipient to whom fax is currently being sent.
Print Capture (row)	idle, preparing to capture, capturing page <i>n</i>	Indicates status of the FaxFinder's Print Capturing software module.

FaxF	FaxFinder Fax Client Software Menu Command Definitions (cont'd)				
Command Name	Description				
	Device Status tab (cont'd)				
Commands acces	sed by Right-Clicking on a selected FaxFinder				
delete	Dis-associates the client from the selected FaxFinder or HylaFAX unit so that the client can no longer send faxes through that FaxFinder unit. (The FaxFinder Server's IP address is removed from the Device Status list of the FaxFinder Client Software.)				
disable	Temporarily dis-associates the client from the selected FaxFinder or HylaFAX unit so that the client can no longer send faxes through that unit. To restore the connection to the FaxFinder/HylaFAX unit, select <b>Disable</b> . (Because the FaxFinder Server's IP address remains in Device Status list of the FaxFinder Client Software, service can be restored by toggling the <b>Disable</b> command, thus enabling the association once again.)				
abort	Discontinues a fax transmission in progress.				
abort and Pause	Discontinues a fax transmission in progress and puts all pending faxes on hold. After this command has been invoked, no more faxes will be sent from this client until (a) the client PC is turned off and on again, or				
	(b) the command has been turned off by selecting <b>Pause Scheduler</b> in the <b>File</b> menu of the FaxFinder Fax Client Software.				
properties	Brings up the FaxFinder <ip address=""><domain name=""> screen. This screen simply shows the IP address or domain name of the selected FaxFinder unit.</domain></ip>				



FaxFinder Fax Client Software Menu Command Definitions (cont'd)				
Field/Command Name Values		Description		
Pending Faxes ta	b			
Recipient (column)		Identifies recipient of each fax for which transmission is incomplete.		
Scheduled Time/Date		Identifies time at which a pending fax is set to be transmitted.		
Pages (column)		Shows the number of pages of each fax.		
Commands accessed by	right-clicki	ing on a selected pending fax message		
delete	Cancels the transmission of the selected pending fax message.			
reschedule	Brings up the Fax Scheduling screen so that transmission of a pending fax can be scheduled for a different time.			
properties	Brings up the Fax Details screen for the selected pending fax . The Fax Details screen presents information about the recipient, transmission status, cover page, and original source file of the selected pending fax.			

\$	FaxFinder Fax Client Software				L X
Fil	e Edit Address Book Help			$\triangleright$	
Í	Device Status Pending Faxes Fax Ports	Fax Log A	ddress Book		
	Device	Port	Status	Recipient	
	FaxFinder 192.168.4.81	ttys0	idle		
	FaxFinder 192.168.4.96	ttýs1	idle		
	•			•	
	🔽 List All Fax Ports				

FaxFinder I	Fax Client Software N	lenu Command Definitions (cont'd)
Field Name	Values	Description
Fax Ports tab		
Device (column)	alphanumeric	Shows FaxFinder units with which the client is associated.
Port (column)	ttys0 for FF120, ttys0, ttys1 for FF220 ttys_0-3 for FF420 ttys_0-7 for FF820	The fax modem (within) the FaxFinder server unit, the status of which is being tracked. ttys0 denotes POTS Modem 1 of the listed faxfinder unit; ttys1 denotes POTS Modem 2 of the listed faxfinder unit, etc., for all modems in the FF- 420/820 unit.
Status (column)	idle, negotiating, preparing to capture, capturing page <i>n</i> , sending fax page <i>n</i> , receiving fax page <i>n</i> , success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error < <i>descriptor</i> >	Shows the status of the FaxFinder fax server unit pertaining to its fax sending and receiving capabilities and to its print/image capturing capabilities.
Recipient (column)	alphanumeric	Shows the name and fax number of recipient to whom fax is currently being sent.
List All Fax Ports	Y/N	When selected, all fax ports are listed; when not selected, only the current active fax port is listed.

🗞 FaxFinder Fax Client Software						
<u>File E</u> dit <u>A</u> ddress Book <u>H</u> el	<u>F</u> ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> elp					
	Fax Log					
Recipient	Time/Date Sent	Pages	Status			
Nat Harrelson Lowell Campb delete	Tue Feb 17 19:08:19 Centr Tue Feb 17 19:10:29 Centr	2 2	success success			
Nat Harrelson Lowell Campb properties	Tue Feb 17 19:11:32 Centr Tue Feb 17 19:11:32 Centr	2 2	success success			

FaxFinder Fax Client Software Menu Command Definitions (cont'd)				
Field/Command Name	Values	Description		
Fax Log tab				
Recipient (column)		Identifies recipient of each outgoing fax.		
Time/Date Sent (column)	day, date, time, zone in the form <i>ddd mmm nn</i> <i>hh:mm:ss zzzzz</i>	Indicates when each outgoing fax was sent.		
Pages (column)	integer	Shows the number of pages in each fax.		
Status (column)	success, unsuccessful- user aborted, unsuccessful-no carrier, unsuccessful- no dial tone, unsuccessful-error < <i>descriptor</i> >	Indicates whether each fax was sent successfully or not and, if not, indicates reason for failure.		
Commands accessed by				
delete	Cancels the selected	d fax log entry.		
resend	Resends the selected fax. The Fax Scheduling screen will appear to set a time for the resending to occur.			
properties	Brings up the Fax Details screen for the selected fax. The Fax Details screen presents information about the recipient, transmission status, cover page, and original source file of the selected pending fax.			

🐌 FaxFinder	FaxFinder Fax Client Software					
<u>File E</u> dit <u>A</u> d	<u>File E</u> dit <u>A</u> ddress Book <u>H</u> elp					
	1	Address Book				
Name		Organization	Fax Number			
Jim Olson		Calico County Tax Office	9705553928			
Pierpoint F	Pencilton	Padpington & Pencilton Arc	3039187171			
Emmet Ec	lgerton delete	erton Finance Guaranty	8017920194			
Lowell Ca	mpbell	ree Graphics	717-5854			
Nat Harre	lson properti	<sup>les</sup> elson Shingle Co.	717-5991			

FaxFinder Fa	enu Command Definitions (cont'd)		
Field/Command Name	Values	Description	
Address Bo	ok tab		
Name (column)	alphanumeric	Shows the name of the the selected Address Book entry.	
Organization (column)	alphanumeric	Shows the organizational affiliation of the the selected Address Book entry.	
Fax Number (column)	integers	Shows the fax number of the selected Address Book entry.	
Commands accessed by	right-clicking on a s	elected address book entry	
delete	Removes the selected entry from the Address Book. A confirmation screen appears before the deletion is executed.		
properties	Brings up the <b>Contact <name></name></b> screen screen for the selected address book entry. The Contact screen shows user contact details (name, company name, fax number, phone numbers, and street address info).		

📚 FaxFind	ler Fax Client Softw	are		
File Edit	Address Book Help			
Device Statu		s   Fax Log   Address B	Book	
Device	Import	Status	Recipient	
Print Ca	Export	idle		
Outlook	Synchronizer	idle		
192.168	8.4.203 (FF820) Indepe	en idle		
192.168	8.4.81 (FF110) Indeper	id idle		▼

FaxFinder Fa	x Client Softwa	re Menu Command Definitions
Command Name	Values	Description
Address Book menu co	mmands	
Add Contact		Brings up the <b>New Contact</b> screen for adding entries to client-user's personal address book. These entries
New Contact         Name:         Organization:         Home Number:         Vork Number:         Fax Number:         Address:         City:         State/Province:         OK		are for parties to whom the client-user may want to send faxes. The contact info includes the party's name, their organizational affiliation, phone numbers, fax numbers, and land address information. The contact information goes into these specific fields: Name, Organization, Home Number, Work Number, Fax Number, Address, City, State/Province, and Postal Code. The <b>New Contact</b> screen allows for manual entry of contacts into the Address Book. It can also be accessed from the <b>FaxFinder Send Fax</b> screen and from <b>Edit   Add Contact</b> .
Address Book Import         CSV import file         File name:         File file name:         CSV import filed mapping template         File name:         Derime Template	Browse	Brings up the Address Book Import screen. The Import command allows you to import entries into your address book from a delimited file (e.g., a MS Outlook address book exported as a delimited file; the delimiter could be a comma, semicolon, colon, or a tab). In most cases, a template file is required to map the information from the import file into the appropriate fields of the FaxFinder Address Book (i.e., into the fields of the New Contact screen). The FaxFinder Client software includes a template that allows entries from one FaxFinder client-user's Address Book to be imported into the Address Book of another client user. Template files are accessible by clicking on the "Browse" button in the "CSV import field mapping template" area of the Address Book Import screen.
Address Book Export         Delimiter:       comma         Export       Cancel	×	Allows you to create a delimited file from the FaxFinder Address Book for use in applications that can import delimited files. The delimiters could be comma, semicolon, colon, or tab. The primary use of the Export command is to allow an established FaxFinder Address Book to be shared with other client users. Export files have a .csv extension.

# Chapter 3: FaxFinder Client Software Operation

## Introduction

This chapter describes the things that a client user can do with the FaxFinder system. Three software programs are involved: the FaxFinder Client Software, the Multi-Tech Tiff Viewer (or designated PDF viewer), and the Multi-Tech Cover Page Generator. The programs work together with the FaxFinder Client Software acting as the hub of activity. The FaxFinder Client Software interfaces with the FaxFinder Server, has a user interface, and calls upon the Cover Page Generator and viewer program for their special functions. When sending faxes, the FaxFinder Client Software calls up the Multi-Tech Cover Page generator if cover pages are requested. When previewing outgoing faxes, the PC's operating system calls up the designated TIFF viewer to display the outgoing fax. When viewing received faxes, the PC's operating system calls up the appropriate viewer (PDF or TIFF). The choice of file types (PDF or TIFF) is made in the FaxFinder Server software. Note that client users can choose to display either on the Multi-Tech TIFF viewer or on a different (non-Multi-Tech) TIFF viewing program (see Step 7 of "Installing FaxFinder Client Software" in Chapter 5). Likewise, if the FaxFinder system distributes incoming faxes as PDF files, the client can designate which PDF viewer to use.

# Sending a Fax

To send a fax by printing from an application program on a client PC, follow the steps listed below.

- 1. The FaxFinder client software must be installed on the PC. (See the section "Installing FaxFinder Client Software" earlier in this manual.)
- 2. The client PC and the FaxFinder server must both be connected to the same Ethernet LAN system.
- 3. The association must be made between the client PC and the FaxFinder Server. (See the section "Associating Client with Specific FaxFinder Unit(s)" earlier in this manual).
- 4. After installation, the **FaxFinder Fax Client Software** program will be running whenever the PC is on. You can view the FaxFinder program's main window by clicking on the FaxFinder icon at the lower right of the PC's monitor screen in its Application Tray. Then select "Show FaxFinder Client Software."
  - **Note**: The user can shut down the FaxFinder program by selecting "exit" either from the tray icon or from the main FaxFinder program screen. If the program has been shut down, it can be restarted from the Windows **Start** menu.)

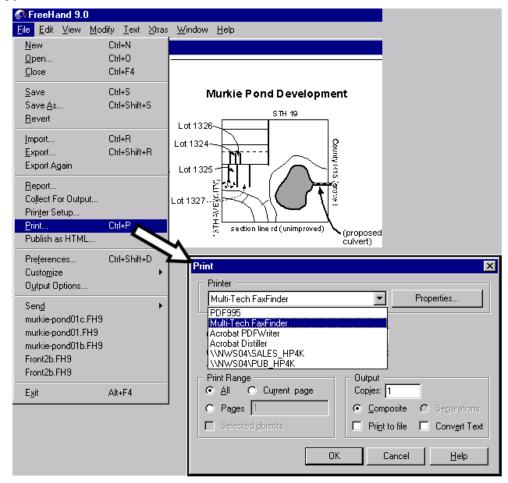


	Section 2017 Software Edit Address Book Help		
	Device Status Pending Faxes Fax Po	rts Fax Log Ac	dress Book
	Printer Fax Finder FaxFinder at 192.168.4.89	idle idle	Перренк
🄀 Start	🗞 FaxFinder Fax Client Softw		

However, you can send faxes through the FaxFinder without bringing up the **FaxFinder Client Software** screen.

5. At the application program (for example, a word processing program or drawing program), print to the FaxFinder.

Setting the destination of the printing job varies from program to program. For the common **Notepad** text editor program, for example, you must set the destination printer in the **Page Setup** screen. In most cases, however, the destination printer can be set in a **Print** menu that appears when each printing job is initiated.



Leave Properties/Preferences at Default Settings. After the FaxFinder has been chosen as the target printer, a 'Properties/Preferences' screen *can* be accessed by clicking on either "Properties" or "Preferences" on the Print dialog box (for most application programs, it's a "Properties" button; for a few, it's a "Preferences" button). However, we strongly advise you **not** to change any parameters on the Device Settings tab or the Profile Manager tab of that screen. If you *have* changed any parameters, click on the "Restore defaults" button to reset the parameters.

6. After the printing has been initiated by the application program, the **FaxFinder Send Fax** screen will appear.

FaxFinder Send Fax					
Recipients	Fax Number		Documents Document Murkiepond01c.fhs	Pages +	
Address Book      Cover Page     Use Cover Page	* Address Book Name Emmett Edgerton Jim Olson Lowell Campbell Pierpoint Pencitton	Calico Cour Pingree Gra Paddington	hance Guaranty ity Tax Office uphics & Pencilton Ar	Schedule	
Subject: Cover Page Notes: Send Fax Preview Fax	Select Cano	New Contact Name: Organization: Home Number: VVork Number: Fax Number: Address: City: State/Province: OK	Nat Harrelson Harrelson Shingle Co 717-9246 717-5991 Par CO Name Emmett Edgerton Jim Olson Lowell Campbell Nat Harrelson Pierpoint Pencilton	required     required     required     Organization     Edgerton Finance Guaranty     Calico County Tax Office     Pingree Graphics     Harrelson Shingle Co.     Paddington & Pencilton Ar	New Edit Delete
	Recipient Name Nat Hard		Fax Number	Party will receive current fax and be registered in Address Book for future use.	

Click on **Address Book**. When the **Address Book** screen appears, click "New." At the **New Contact** screen, enter the recipient's name, fax number, and any other contact information you want to retain.

The recipient's fax number should be entered as you would dial it from a phone on the public phone network (as from a residential phone). Click **OK**. At the **Address Book** screen, highlight the recipient in the list and click "Select." The party will appear in the "Recipients" list in the **FaxFinder Send Fax** screen.

Additional recipients can be added. The same fax message will be sent to all recipients.

Streamlined Approach. You can also add a recipient in the FaxFinder Send Fax screen by clicking + to launch the **Enter a Fax Recipient** screen where you can enter **Name** and **Fax Number** only. You can then choose to send the fax with or without adding the recipient to your Address Book.

Recipients				
Name	Fax Number			
+ Address Book.				
		1		
Cover F Enter a Fax Reci	pient X			
Name: Bill Brew	/er			
Fax Number: 942-074	6			
1	OK Cancel			
-				
	FaxFinder - Add Recip	ient	×	
	Veloculations, Elizabet and de		- health	
	would you like to add i	this recipient to the address		
	Yes	No		
	Yes	No		
tact - Bill Brewer	Yes	No No FaxFinder Send Fa	ax	
tact - Bill Brewer e: Jill Brewer		FaxFinder Send Fa	ax	
		FaxFinder Send Fax Recipients		
e: [] jill Brewer		FaxFinder Send Fa	ax Fax Number 942-0746	
e: jäil Brewer		FaxFinder Send Fr      Recipients     Name	Fax Number	
ie: [3ill Brewer anization: [		FaxFinder Send Fr      Recipients     Name	Fax Number	
ie: [Jill Brewer anization: [ ie Number: ] k Number: [		FaxFinder Send Fr      Recipients     Name	Fax Number	
ie: Jill Brewer anization: ie Number: k Number: 942-0746		Recipients Name Bill Brewer	Fax Number 942-0746	
ie: Jill Brewer anization: ie Number: k Number: 942-0746 ress:		FaxFinder Send Fr      Recipients     Name	Fax Number 942-0746	

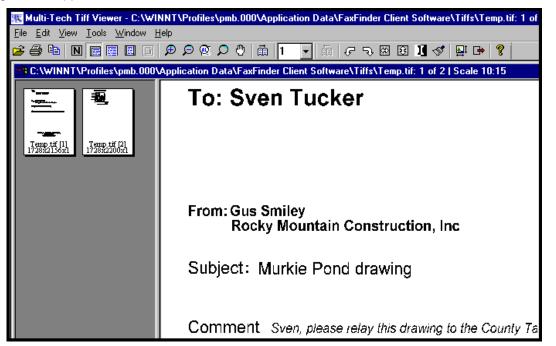
You can also access the Address Book directly to add and edit entries. At the **FaxFinder Fax Client Software** screen, go to **Edit | Add Contact**.

7. If you want to include a cover page with your fax, click in the "Use Cover Page" checkbox. Enter information as needed in the "Subject" and "Cover Page Notes" fields.

Automated fields, like sender information (individual name, company name, street address, phone number, fax number, etc.) should be entered in the Address Book. The Address Book is accessible in the "Options" menu of the **FaxFinder Fax Client Software** screen. For more information about addresses and the automated fields used in cover pages, see the section "Setting Up Your Address Book" later in this chapter.

The "Cover Page Style" chosen will determine how this information will appear on the fax cover page. You can select a standard style from the "Cover Page Style" drop-down menu or create a style of your own in the Template Editor. To access the Template Editor software, click on the "View/Edit" button. (For more information, see the section "Creating or Modifying Cover Page Styles" later in this chapter.)

Click on the "Preview Fax" button to check the fax before you send it. The Multi-Tech Tiff Viewer program will appear.



In it, you can view both the cover page and the main fax page(s). (For more information on this, see the section "Using the Multi-Tech Tiff Viewer" later in this chapter.) When satisfied with your fax, close the viewer program and return to the **FaxFinder Send Fax** screen.

- 8. At the FaxFinder Send Fax screen, click on the "Send Fax" button to send the fax.
- 9. Confirmation of having sent the fax(es) successfully will appear in the "Fax Log" tab of the **FaxFinder Fax Client Software** screen.

		Fax Log Address Book		
Recipient	Time/Date Sent	Pages	Status	
ven Tucker	Fri Sep 26 15:16:17 Ce	entra 2	Completed	
yler Addison	Fri Sep 26 15:17:12 Ce	entra 2	Completed	
einrich Feldman	Fri Sep 26 15: 21:57 Ce	entra 2	Completed	

# **Scheduling Fax Transmissions**

The FaxFinder allows you to send a fax immediately or delay its transmission until a later time. Perhaps the most common motivations for delayed faxing are to enjoy the lower phone rates that may apply at night and on weekends or to broadcast faxes after business hours to avoid tying up fax transmission resources during the busiest weekday hours. In any case, it is easy to schedule faxing for a later time.

- 1. Send the fax via FaxFinder in the normal way (see the procedure "Sending a Fax" earlier in this chapter).
- 2. When the **FaxFinder Send Fax** screen appears, enter a recipient for the fax either from the **Address Book** or by entering Name and Phone Number (fax number) in the appropriate fields and clicking **Add Recipient**.
- 3. In the FaxFinder Send Fax screen, the recipient's name and fax number will appear in the "Recipients" list and the "Schedule" pane will no longer be grayed out. Click **Schedule**. The Fax Scheduling screen will appear.

FaxFinder Send Fax      Recipients      Name      Merwood Langenwiedler	Fax Number 7175854	Documents Document nat-re-brick-shingle-02-10-07b.tif	Pages + 1 - ^
+ Address Book  Cover Page Use Cover Page Subject: Cover Page Notes:	Fax Scheduling           Date (mm/dd/yy):         02         /         12           Time (hh:mm:ss):         01         :         47           send immediately         Ok         Cancel	✓	View/Edit
Send Fax Preview Fax Can	icel		

- 4. Click to uncheck the "send immediately" checkbox.
- 5. Enter the date and time at which you want the fax to be sent.
- 6. Click OK in the Fax Scheduling screen and then click Send Fax in the FaxFinder Send Fax screen.

7. The fax will be sent at the scheduled time. You can view the event as it happens in the FaxFinder client software **Device Status** screen or after the fact in the **Fax Log** screen.

FaxFinder Fax Client So	oftware		
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u>	elp		
Douico Statuo I.o. ir. ir.		[	
Device Status Pending Fax	kes   Fax Ports   Fax Log	g Address Book	
Device		Status	Recipient
Print Capture		idle	
Fax Finder at 192.168.3.3	0	sending fax - dialing	Merwood Langenwiedler: 71758
			<b>\</b>
			<b>√</b> € ( 🏹 🖉 🖉 🖓 👘 1:47 PM
		. OR	
	• •	. OK	
FaxFinder Fax Client St	oftware		_ [
			almimimimimimimimimimimimimimimimimimimi
	ļelp		
ile <u>E</u> dit <u>A</u> ddressBook <u>H</u>			
		99 Address Book	
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa	axes Fax Ports Fax Lo		
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient	axes FaxPorts FaxLo	Pages	Status
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26	Pages (49 Cent 1	Status unsuccessful - no dial tone
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34:	Pages :49 Cent 1 :31 Centr 2	
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson Hans Gregor	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34: Wed Feb 11 10:31	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34:	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone success
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson Hans Gregor	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34: Wed Feb 11 10:31	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone success success
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson Hans Gregor	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34: Wed Feb 11 10:31	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone success success
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson Hans Gregor	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34: Wed Feb 11 10:31	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone success success
ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> Device Status Pending Fa Recipient Conrad Schmalz Nat Harrelson Hans Gregor	axes Fax Ports Fax Lo Time/Date Sent Mon Feb 09 18:26 Tue Feb 10 12:34: Wed Feb 11 10:31	Pages :49 Cent 1 :31 Centr 2 :09 Cent 2	unsuccessful - no dial tone success success

### **Re-Sending a Failed Fax**

Locate the failed fax in the Fax Log tab of the FaxFinder Fax Client Software. Select the failed fax and right-click on it. In the menu that appears, select **Resend**.

## Putting Pending Faxes on Hold and Removing the Hold

Suppose you have sent a fax to 10 recipients and, shortly after clicking on Send Fax, you realize that there is something incorrect in the content of your fax (it may be something you want to add, delete, or change). You can prevent any pending faxes from being sent by selecting "Pause Scheduler" in the **File** menu of the FaxFinder Fax Client screen. Suppose that 2 faxes have already been transmitted completely and a third fax is in progress when you click "Pause Scheduler." The FaxFinder will finish the third fax but will not fax to recipients 4-10. The pausing function allows you to see details about the fax, to view the fax again, and to delete the fax if you so desire.

As long as "Pause Scheduler" is selected, no fax message will advance beyond "Pending" status and, so, none will be sent.

To rescind or call off the hold on pending faxes, open the FaxFinder Fax Client Software. From the File menu, select **Pause Scheduler**. The scheduler will resume normal operation and faxes will be sent.

Consider this example.

1. A fax is sent by FaxFinder to three recipients.

ecipients			Documents	Pages +
Name Arlen Varmerclausen Pikhop Andropov Taxi Service Manhov Steele	Fax Number 7175854 7175991 7175992		nat-re-brick-shingle-02-	
+ Address Book			Schedule Send : Immediately	Schedule
over Page				
Use Cover Page	Cover Page Style:	BoldComplete	Ψ.	View/Edit
ubject:				
over Page Notes:				

2. While the fax is being sent to the second party, the client user realizes that there is something wrong with the fax. She brings up the FaxFinder Fax Client Software screen, opens the File menu, and selects "Pause Scheduler."

🐌 FaxFinder Fax Cli	ent Software			- 🗆 ×
<u>File</u> <u>E</u> dit <u>A</u> ddress Bo	pok <u>H</u> elp			
Send Fax	ing Faxes   Fax Ports   Fax Lo <u>o</u>	1 Address Basel		
<u>P</u> ause Scheduler	ing Faxes   Fax Forts   Fax Lo <u>c</u>	Address Book		- 1
Options		Status	Recipient	
E <u>x</u> it	68.3.30	idle sending fax - sending page 1	Pikhop Andropov Taxi Service:	
	-			

At that point, the FaxFinder will complete the fax in progress that is being sent to the second recipient. However, the fax to the third recipient is still listed as "Pending" in the **Pending Faxes** tab of the FaxFinder Fax Client Software.

S FaxFinder Fax Client Software		
<u>File</u> dit <u>A</u> ddress Book <u>H</u> elp		
Device Status Pending Faxes Fax Ports Fax Log Addres	s Book	
Recipient	Scheduled Time/Date	Pages
Manhov Steele	Thu Feb 12, 2004 - 04:46:42 PM	1

The client user can take one of several actions.

She could click on "Pause Scheduler" again to cancel that command. In that case, the pending fax would become active and could not be stopped.

She could select the fax in the Pending Faxes screen and right-click on it to bring up a menu.

🐌 FaxFinder Fax Client Software							
<u>File E</u> dit <u>A</u> ddress Book <u>H</u> elp							
Device Status Pending Faxes	Fax Ports Fax Log Addres	s Book					
Recipient		Scheduled Time/Date	Pages				
Manhov Stee delete		Thu Feb 12, 2004 - 04:46:42 PM	1				
reschedule							
properties							

She could view the details of the fax and, at her option, view the fax again.

🐌 Fax Details				
Recipient				Documents
Name:	Manhov Steele			Document Pages
Phone Number:	7175992			nat-re-brick-shingle-02-1 1
-Status				
Status:	Fax queued			
Sent:	Thu Feb 12 16:46:42 Central	Pages:	1	
Attemp #	1	# of retries	2	
Retry Interval	300			
Device Used	FaxFinder at 192.168.4.96			
				View Fax
Cover Page				7
No Cover Page	Style:	BoldComplete		
Subject:				
Notes:				

She could re-schedule the fax for a later time.

🗞 FaxFinder Fax Client Software					
<u>F</u> ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> elp					
Device Status Pending Faxes Fax Ports Fax Log Address Book					
Recipient	Scheduled Time/Date Pages				
Manhov Steel delete	Thu Feb 12, 2004 - 04:46:42 PM 1				
	Fax Scheduling				
reschedule properties	Date (mm/dd/yy): 02 / 12 / 04				
	Time (hh:mm:ss): 04 : 46 : 42 PM 💌				
	send immediately				
	Ok Cancel				

She could "delete" the fax, which means that that fax transmission would never be completed.

🐌 FaxFinder F	ax Client Software		
<u>F</u> ile <u>E</u> dit <u>A</u> dd	ress Book <u>H</u> elp		
Device Status	Pending Faxes Fax Ports Fax Log Addre	ss Book	
Recipient		Scheduled Time/Date	Pages
Manhov St	delete	Thu Feb 12, 2004 - 04:46:42 PM	1
	reschedule		
	properties		

**Pause is canceled on reboot**. If she shuts down her computer for the day while leaving this fax in a "pending" state, that fax will be sent shortly after booting up her computer again, that is shortly after the FaxFinder client software is functioning again. So, any faxes put in the pending state by using the 'Pause Scheduler' command will be sent the next time the FaxFinder software is activated.

## **Canceling a Fax**

*If the fax is in progress …* Open the FaxFinder Fax Client Software. On the **Device Status** tab, select the FaxFinder unit that is in the process of sending your fax. In the list, right-click on that FaxFinder entry. In the menu that appears, select **Abort**.

*If the fax is pending* ... Open the FaxFinder Fax Client Software. On the **Pending Faxes** tab, select the fax transmission that you want to cancel. In the list, right-click on that fax message entry (the recipient will be shown). In the menu that appears, select **Delete**.

To cancel the current fax and simultaneously put a hold on sending any other faxes from your PC, select **Abort and Pause**. To resume faxing, go to the File menu and cancel the pause by selecting

**Pause Scheduler**. Any pause applied to a pending fax is cancelled when the computer is rebooted. Any fax left pending with the FaxFinder Scheduler paused will be sent as soon as the FaxFinder client program opens when the PC is turned on again.

## Setting Fax Retry Number and Interval

You can set the FaxFinder client software to retry a fax transmission if it fails on the first attempt. You can set both the number of additional attempts and the interval between each additional attempt. You can set these parameters as follows.

1. In the FaxFinder Fax Client Software screen, open the **File** menu and select "Options." When the Options screen appears, click on the **Fax Retry** tab.

🗞 FaxFinder Fax Client Software		
Eile         Edit         Address Book         Help           Send Fax         Ing Faxes         Fax L           Dause Scheduler         Ing Faxes         Fax L	Options     Fax Retry Date/Time Server Priority Advanced Logging	
Exit Mon Tue F Hans Gregor Wed Merwood Langenwiedler Thu F	Number Of Retries: 2 Retry Wait Interval: 5 min 0 secs	
	Ok Cancel	

2. Set the number of retries and the interval between these repeated attempts and click **OK**.

# **Sending One Fax Containing Multiple Documents**

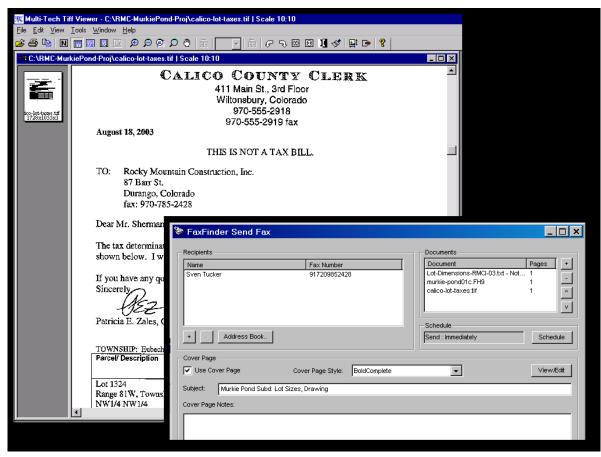
The FaxFinder allows you to include multiple documents in a single fax transmission. Those multiple documents could come from the same or different application programs.

- 1. Consider the example below where a text file and a drawing file are included in the same fax with a single cover letter. Here's how this multiple-document fax was sent.
  - a. The user printed the text file to the FaxFinder from the **Notepad** text editor program.
  - b. The FaxFinder Send Fax screen appeared. However rather than completing the fax transmission, the user opened another application program.
  - c. The user printed the graphic file to the FaxFinder from the Macromedia **FreeHand** drawing program.
  - d. When the user returned to the FaxFinder Send Fax screen, both documents appeared in the "Documents" list.

Lot-Dimensions-RMCI-02 - Note	pad					
<u>File E</u> dit <u>S</u> earch <u>H</u> elp	<u> </u>	FreeHand 9.0				
New Deen Save Save Save C0	Ei Co.	le <u>E</u> dit <u>V</u> iew <u>M</u> o New Open <u>C</u> lose	odify <u>I</u> ext ⊠tras Ctrl+N Ctrl+O Ctrl+F4	<u>W</u> indow <u>H</u> elp		
Page Setup Print Exit The lot dimensions you re	equested	<u>S</u> ave Save <u>A</u> s <u>R</u> evert Import	Ctrl+S Ctrl+Shift+S Ctrl+R	Murkie Por	STH 19	
Lot 1324: 40 x 120 Lot 1325: 48 x 144 Lot 1326: 40 x 120 Lot 1327: 60 x 160		Export Export Again Report Collect For Output Printer Setup Print	Ctrl+Shift+R Ctrl+P	Lot 1325	e rd (unimproved)	
About the likely tax	FaxFinder So Recipients Name Sven Tucker		Fax Number 91720985242	28	Documents Document Lot-Dimensions-RMCI-02.txt -	Pages +
Roger Sherman Rocky Mountain Constr Durango, CO 970-785-3119 (cell)					Schedule	
	+ - Addr	ess Book			Send : Immediately	Schedule
	Cover Page					
ſ	Use Cover Page	e (	Cover Page Style:	BoldComplete	•	View/Edit
	Subject: Murkie	e Pond Subd: Lot Sizi	es, Drawing			
	Cover Page Notes:					
	Sover Fage Notes.					

2. In the "Documents" pane of the **FaxFinder Send Fax** screen, you can add a cover page, re-arrange the order of the files, or delete items from the list of files to be faxed.

3. You can also add to the list of files to be faxed out by including items that you have stored. In the "Documents" pane of the FaxFinder Send Fax screen, click +. You could then browse to find, for example, a fax that you had received earlier, had stored as a TIF file, and now want to forward to another party. (Faxes received as PDF files cannot be added to the list.)



4. When all documents to be transmitted have been listed in the Documents list, click **Send Fax**. The documents will be sent in the order listed.

# Forwarding a Fax

Suppose you receive a fax using the FaxFinder system. Suppose that fax message is something you want to pass along to another party in fax form at a later date (for example, Rocky Mountain Construction Company receives tax information about lots on which it intends to build houses). In this case, you should note the name of the TIF file in question. You can then browse to that TIF file and re-send it as a fax message.

Note: Forwarding of faxes applies only to TIF files; PDF files cannot be forwarded.

To forward a fax, follow these steps.

1. At the FaxFinder Fax Client Software screen, go to the File menu and select "Send Fax." The FaxFinder Send Fax screen will appear.

2. In the Documents pane,	click "+".	Then browse to the	TIF file to be sent as a fax.
---------------------------	------------	--------------------	-------------------------------

📚 FaxFind	ler Send Fax	
Open Look in:	? 🗙 BMC-MurkiePond-Proj 💽 🖻 📺 📰	Document Pages +
		-Schedule Send : Immediately Schedule
File <u>n</u> ame: Files of <u>t</u> ype:	calico-lot-taxes.tif    pen       tiff file    Cancel       © Open as read-only	View/Edit
Send Fax	Preview Fax Cancel	

#### Click Open.

3. The selected file will appear in the "Documents" list in the FaxFinder Send Fax screen.

Pages	+
1	- ^ V
	Pages 1

4. In the FaxFinder Send Fax screen, specify a recipient for the fax. The recipient could either come from your Address Book or be entered by clicking "+" in the "Recipients" pane and then typing the Name and Fax Number in the Enter a Fax Recipient dialog box. Then click OK.

FaxFinder Send Fax				_ 🗆 ×
Recipients Conrad Schmalz	Fax Number	>	Documents Document calico-lot-taxes.tif Schedule Send : Immediately	Pages + 1 - 7 V V Schedule
Cover Page	Course Borro Studer	BoldComplete		View/Edit
Use Cover Page	Cover Page Style:	DoidCompiete		VIEWVEAL
Subject:				
Cover Page Notes:				
Send Fax	Cancel			

Finally, you would click **Send Fax**. The TIF file will be reconverted into a fax message that can be received by a fax machine.

# **Receiving a Fax**

The FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

Since faxes received through the FaxFinder are transformed into email attachments, they can be directed anywhere email goes. The final recipient can be inside the office or across the ocean.

Fax reception works differently when the FaxFinder is operating in **Automated Routing Mode** than in **Manual Routing Mode**. In Automated Routing Mode, faxes come directly to client/users; in Manual Routing Mode, all faxes come to an attendant who forwards them to the intended recipient.

## **Receiving Faxes in Manual Routing Mode**

In Manual Routing Mode, all faxes are emailed to an attendant using a single fax number.

- 1. The incoming fax arrives in the attendant's email inbox as a message with an attachment.
- 2. The attendant uses email to forward the message to the appropriate recipient. Recipients could be on the local Ethernet network or outside of it.
- 3. The recipient opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

4. The incoming fax arrives in the client's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the client's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)

Inbox Folder List X Mailbox-Roger Sher Dutlook Today-(Pers Contacts Deleted Items	Actops Help         ps/y
From: Hank Gregor To: Roger Sherm Cc:	with file name automatically assigned by FaxFinder Server. File type of the attachment (PDF or TIF) is also set in FaxFinder Server
Name: Roger Sh Remote ID: 970	penning Mail Attachment       Image: Comparis:
L Client views fa message in viewer progran	09/30/03 TUE 18:07 FAX 970 555 2919 CALICO COUNTY GOVERNMENT CENTER

- 5. The FaxFinder client opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.
- 6. The FaxFinder client can open the file or save the file.

a. **Opening the fax message graphic file**. Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.

b. **Saving the fax message graphic file**. In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or for forwarding (applicable to TIFF files only).

7. The client views the fax message in the (PDF or TIFF) viewer program.

## **Receiving Faxes in Automated Routing Mode**

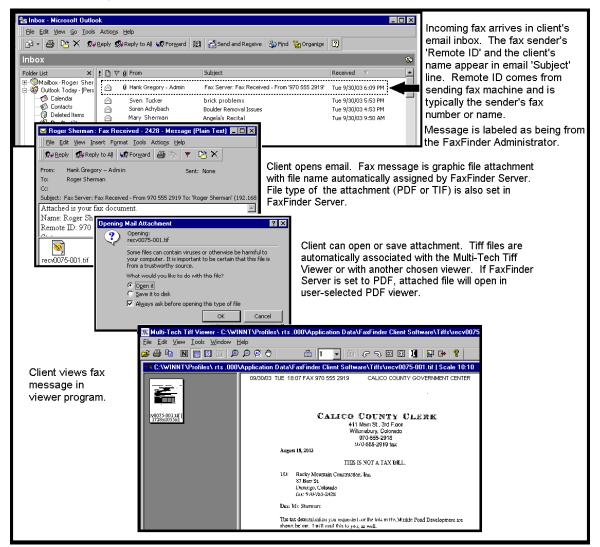
In **Automated Routing Mode**, the FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

- 1. A PBX extension number must be assigned to the client PC at the FaxFinder Server.
- 2. For fax reception, the client PC and the FaxFinder server *need not* both be connected to the same Ethernet LAN system. (A sales representative, for example, could receive faxes sent to her home office fax number even though she is traveling overseas, if she uses an Internet email account.)
- 3. A fax document is sent to the PBX extension number of a client/recipient on the FaxFinder system. The fax call is routed to the FaxFinder server and there converted to a PDF or TIFF graphic file. The graphic file is attached to an email message that is sent to the intended recipient's email address (as specified in the FaxFinder Phone Book).

4. The incoming fax arrives in the recipient's email inbox as a message with an attachment.

The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the recipient's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)



- 5. The fax recipient (a client of the FaxFinder Server) opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.
- 6. The FaxFinder client can open the file or save the file.

a. **Opening the fax message graphic file**. Incoming fax messages are PDF or TIFF files. These graphics files are automatically associated with a PDF or TIFF viewer program that has already been chosen. The client can open the fax email attachment directly in the viewer program.

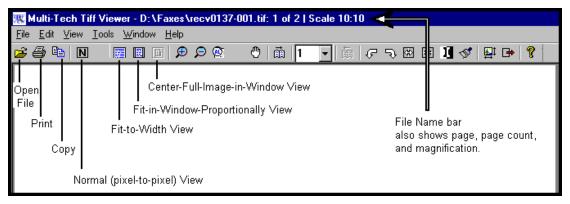
- b. **Saving the fax message graphic file**. In some viewer programs, the client can do a 'Save As,' renaming the graphic file attachment with a meaningful name for subsequent viewing or forwarding.
- 7. The client views the fax message in the (PDF or TIFF) viewer program.

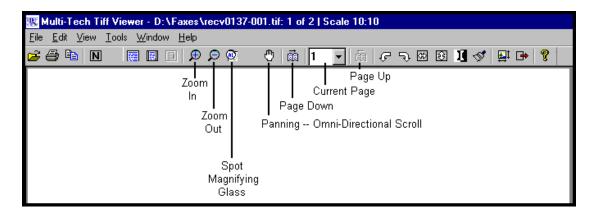
# **Using the Multi-Tech Tiff Viewer**

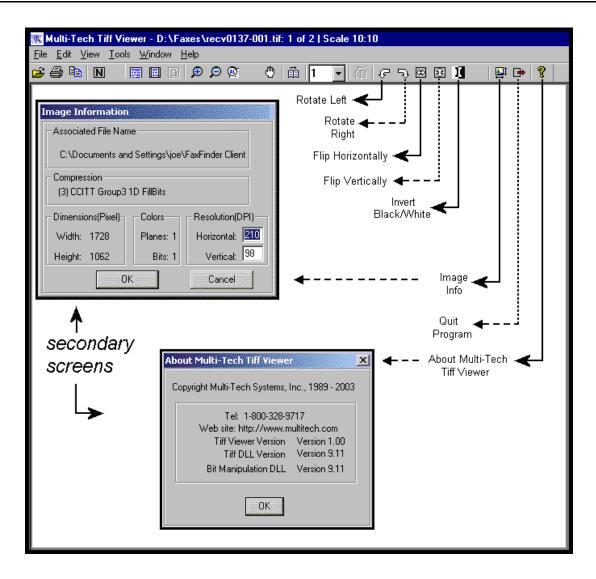
The Multi-Tech Tiff Viewer program has a variety of features that enhance the viewing of fax messages in graphic file form (thumbnails, zooming, spot magnification, scrolling, rotating, etc.). The program can also manipulate and permanently alter the graphic files.

## Frequently Used Commands – Toolbar Icons

The most commonly used functions are available as icons on the toolbar. In the next three diagrams, we label and describe the functions of these icons.





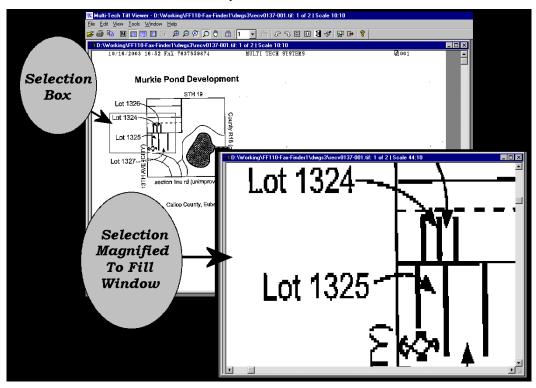


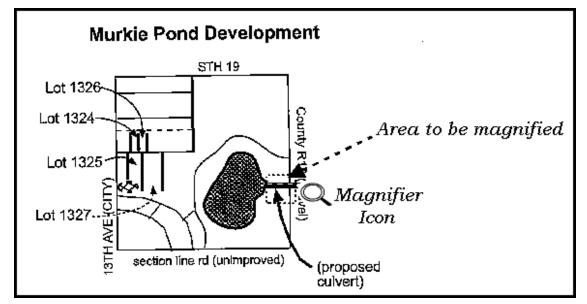
While most of these features are common to many graphical programs, some warrant a bit of explanation.

**Copy**. The Copy function allows you to copy the fax file and insert it into a different application program. See "Importing Fax Images into Other Application Programs" below.

**Panning** (Omni-Directional Scroll). The "hand" icon allows you to bring any desired portion of the image into view.

**Zoom to Selection**. Click and drag with the mouse over the rectangular area you would like to view. The Multi-Tech Tiff Viewer zooms in sufficiently to fill the screen with the selected area.

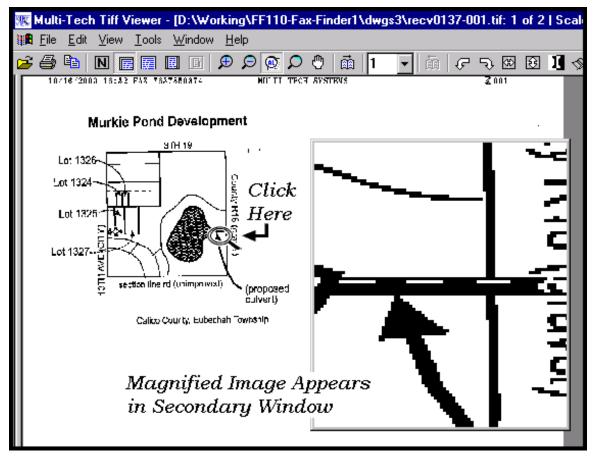




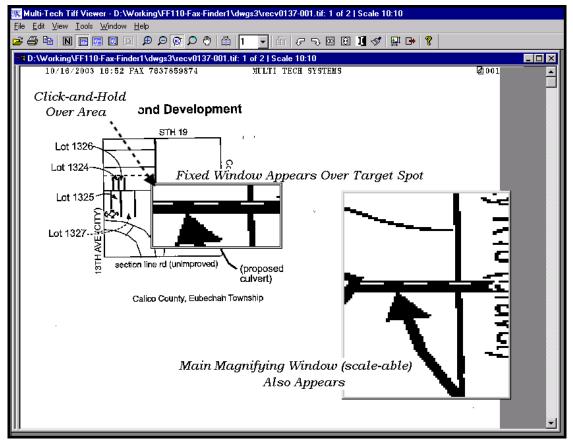
Spot Magnifying Glass. In this viewing mode, a magnifying glass icon (cursor) appears.

It can be used in one of three ways to magnify any portion of the image: (a) Click over Area, (b) Click-and-Hold Over Area, (c) Scan the Graphic.

**Click over Area**. A secondary window will appear that shows the 'clicked-on' area magnified. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking, holding, and dragging.



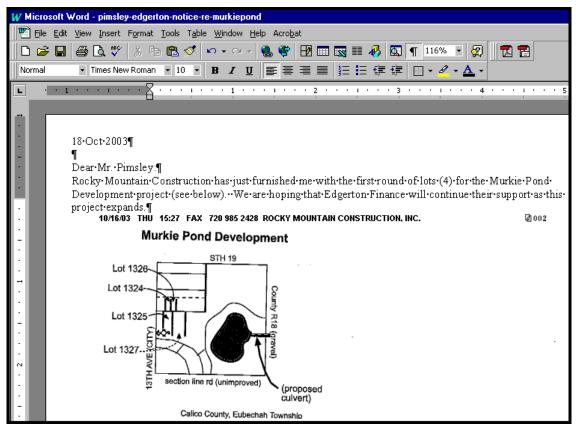
**Click-and-Hold over Area**. Two additional windows will appear. The cursor itself becomes a small secondary window of fixed size. The same image also appears on a third window. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking and dragging.



**Scan the Graphic**. If you *click, hold, and drag,* you can scan the image in a magnified view. Two magnifying windows will appear as in the "Click-and-Hold Over Area" description above.

## Importing Fax Images into Other Application Programs

The **Copy** command in the Multi-Tech Tiff viewer program allows you to import the fax image into other application programs. In the illustration below, a fax has been **Copied** from the Multi-Tech Tiff viewer program and **Pasted** into a Microsoft Word document.



# Setting up Your Address Book Manually

The Address Book in the FaxFinder Client Software adds significant convenience to the system. When recipient contact information has been entered in the Address Book, this information will appear automatically in the corresponding fields of the fax cover page.

- 1. In the FaxFinder Fax Client Software screen, click on the "Address Book" tab.
- 2. In the Edit menu, select "Add Contact."
- 3. In the appropriate fields of the **New Contact** screen, enter information about the fax recipient.

	New Contact	×
Image: Second system       File       Edit       Address       Book       Help         Device       Status       Pending Faxes       F         Name       ()         Jim Olson       ()         Pierpoint Pencilton       F         Emmet Edgerton       E         Lowell Campbell       F	Name: Organization: Home Number: VVork Number: Fax Number: Address: City: State/Province: OK	Postal Code:

4. After an entry has been made in the Address Book, you can view and revise it. In the Address Book list, right-click on the name of the contact about whom you wish to review address information and select **Properties**.

vare	
FaxPorts FaxLog Addres	s Book
Organization	Fax Number
Calico County Tax Office	19705553928
Paddington & Pencilton Arc	13039187171
Edgerton Finance Guaranty	18017920194
Pingree Graphics	717-5854
	Fax Ports Fax Log Address Organization Calico County Tax Office Paddington & Pencilton Arc Edgerton Finance Guaranty

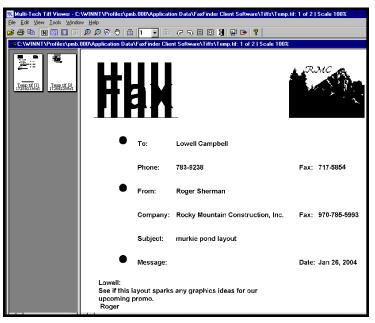
5. A Contact – Recipient screen will appear presenting the contact info for this particular recipient.

	Contact - Lowel	Campbell 🔀
> FaxFinder Fax Client Software	Name:	, owell Campbell
<u>F</u> ile <u>E</u> dit <u>A</u> ddress Book <u>H</u> elp	Organization:	Pingree Graphics
Device Status Pending Faxes F	Home Number:	717-4920
Name	Work Number:	783-9238
Jim Olson (	Fax Number:	717-5854
Pierpoint Pencilton F Emmet Edgerton E	Address:	224 Barr St
Lowell Campbell F	City:	Durango
	State/Province:	CO Postal Code: 81301
	ОК	Cancel

6. When you click on "Address Book" at the **FaxFinder Send Fax** screen, this same contact list will appear.

FaxFinder Send Fax Recipients		Documents	
Name	Fax Number	Document murkie-pond01c.tif	Pages         +           1         -           ^∧         .           ✓         .
+ Address Book  Cover Page Use Cover Page Subject: Cover Page Notes:	Address Book     Name     Jim Olson     Pierpoint Pencilton     Emmet Edgerton     Lovvell Campbell	Organization Calico County Tax Office Paddington & Pencitton Ar Edgerton Finance Guaranty Pingree Graphics Delete	Schedule       View/Edit
Send Fax Preview Fax	Select Cancel	<b>&gt;</b>	

7. When you select an item from this list and select **Use Cover Page**, contact info will be added automatically to the appropriate fields of the cover page.



8. To delete an entry from your Address Book, select the entry and right-click on it. In the menu that appears, select **delete**. In order to complete the deletion command, you must click "Yes" in the confirmation screen.

FaxFinder - Delete? 🛛 🕺		
Delete 1 selected item?		
Yes	No	

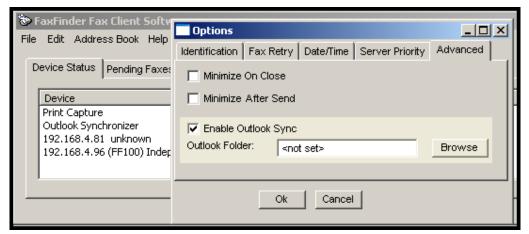
## Setting Up Your Address Book by Synchronizing with Outlook

#### What Synchronization Means

During synchronization, entries from the FaxFinder Client Address Book and from the specified folder of MS Outlook are merged into one list saved in both applications. When "Synchronize With Outlook" command is invoked in the FaxFinder Client software, each list is updated with changes from the other.

#### **Synchronization Procedure**

- 1. In Microsoft Outlook, view the folder from which you want to be able to transfer fax numbers to the FaxFinder Client Address Book. Confirm that you want those entries in your FaxFinder Client Address Book. If so, proceed. (For example, you might select the "Contacts" folder in Outlook as your source of existing fax numbers).
- 2. In the FaxFinder Fax Client Software, go to File | Options |Advanced and click on "Enable Outlook Sync."



3. Click on Browse. Select the desired folder from the Select Contact Folder (Outlook:) screen. Click OK. If a confirmation screen appears, click OK.

🐌 Select Contact Folder (Outlook:)	<u>- 🗆 ×</u>
Calendar Contacts Contacts Deleted Items Drafts Inbox Journal Journal Outbox Sent Items Tasks	
Contact Folder     Contacts:       OK     Cancel	

At the **Options** screen, click **OK**.

- 4. In the FaxFinder Fax Client Software, go to the Device Status tab and select **Outlook Synchronizer** in the "Device" list.
- 5. Right-click on Outlook Synchronizer and select **Synchronize with Outlook**.

The attempt to synchronize the FaxFinder Address Book with MS Outlook will cause Outlook to present a security screen at which you must click the "Allow access for" checkbox and choose a <*time period*> from the drop-down menu. For a large address book, five minutes should be adequate time for the synchronization to be completed. Then click **Yes**.

Microso	oft Office Outlook 🛛 🗙	
	A program is trying to access e-mail addresses you have stored in Outlook. Do you want to allow this?	
	If this is unexpected, it may be a virus and you should choose "No".	
	✓ Allow access for 5 minutes	
	Yes No Help	

The Outlook Contact information will be copied into the FaxFinder Address Book. Entries from the FaxFinder Address Book (if any) will also be copied into the Outlook Contact list. A relationship will be created between the corresponding entries for future synchronizations.

The Outlook Synchronizer feature has many options. For further details, see the **Administrator User Guide**.

🐌 FaxFinder Fax Client Software					
File Edit Address Book Help					
Device Status Pending Faxes Fax Ports Fax Log Ad	ldress Book				
Device Status	🕒 Inbox - Microsoft	Outlook			
Print Capture idle Outlook Synchro	≟ <u>F</u> ile <u>E</u> dit <u>V</u> iew	<u>Go I</u> oo	ls <u>A</u> ctions	Help	
192.168.4.81 u Synchronize with Outlook n fail	🛐 <u>N</u> ew 🖌 🎒 🔮	<u>M</u> ail	Ctrl-		👌 For <u>w</u> ard   📑 Se
192.168.4.96 (Fax Finder 2)	Mail	<u>_</u> ale	ndar Ctrl-	+2	
1		Se Cont	acts Ctrl-	+3	Subject
		🔰 <u>T</u> ask	s <sup>NS</sup> Ctrl-	⊦4 enfelse	*
		📃 <u>N</u> ote	s Ctrl-		
	🔲 For Follow Up	👝 Fold	er List Ctrl-	⊦6 <sup>enfelse</sup>	er FW: MVP41
	Sent Items	🚺 Shor	- tc <u>u</u> ts Ctrl-	enfelse	
		Jour		enreise	
	🔁 Outbox			onfolco	
	All Mail Folders	Eold	er Ctrl-	FY	

# Setting Up Address Books with CSV Files

Files in CSV format (comma separated values) consist of spread-sheet data presented in ASCII (plain text) form. As such, the data can be transferred between different application programs. Many common programs (like MS Excel and MS Outlook) can do both importing and exporting of CSV files.

The FaxFinder Client software can also do both importing and exporting of CSV files.

Typically, the reason a FaxFinder client-user would export his/her FaxFinder Address Book into a CSV file format would be to share entries with another FaxFinder client-user. A FaxFinder client-user might also import a CSV file from another application (for example, both MS Outlook and MS Excel files can be exported into CSV format) in order to expand his/her FaxFinder Address Book.

To import a CSV file, a template file is needed to map the fields of the source file into the appropriate corresponding fields of the destination database. For client-to-client imports, a standard template file is included with the FaxFinder client software making such imports very easy. There is, after all, a one-to-one correspondence of the data fields.

When importing to your FaxFinder Address Book from other sources, there generally will not be a one-toone correspondence between the data fields and so a customized template will be needed to map the data fields properly.

Suppose you had a list of potential customers exported to CSV format from an MS Excel spreadsheet and, for each customer, there were 10 fields of data, including their names and fax numbers. To import this information into the FaxFinder Address Book (which has 9 fields of data in an established order), you would have to specify that each customer name and fax number from this CSV file gets transferred into the **Name** and **Fax Number** fields of the FaxFinder Address Book. Other fields from the customer list might fit into other FaxFinder Address Book fields, as well, but some fields may not fit.

"Cosmetics & More" Customer List		
Customer Name		
Hair Color		
Eye Color		
Shoe Size		
Phone Number		
Fax Number		
Address		
City		
State		
ZIP		
•	·	

New Contact	×
Name:	
Organization:	
Home Number:	
Work Number:	
Fax Number:	
Address:	
City:	
State/Province:	Postal Code:
ОК	Cancel

To map the fields from the CSV file to the FaxFinder Address Book format, you create a custom template file using the FaxFinder's Template Mapping screen.

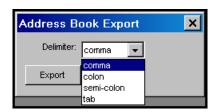
emplate Mappi	ng (With First Line Head	ings; Delimiter:comma)	×
File details Template File: Import File:	C:/Cosmet-n-more-cust-list1.csv		
Contact details			
Field Assignment	Imported Field(s)	Customer Name (Abigail Anderson) 💌	
Name:		Customer Name (Abigail Anderson)	
Organization:		Hair Color (brown) Eye Color (green) Shoe Size (8)	
Home Phone:		Phone Number (970-555-2435) Fax Number (970-555-8095)	
Work Phone:		Address (13 High St)	
Fax Number:	·	City (Dustin) State (CO) ZIP ()	
Address:		+ -	
City:			
State/Province:		+ -	
Postal Code:			
Previous Record	Next Record 1 of 1	OK Cancel	

## Exporting a FaxFinder Address Book to CSV File Format

1. At the FaxFinder Client software, go to Address Book | Export. The Address Book Export screen will appear.

Address Bo	×	
Delimiter: comma		
Export	Cancel	

2. Use the "Delimiter" drop-down list to choose the kind of character that will be used to separate the fields of information in the Address Book entries.



- 3. Click Export.
- 4. The **Save Delimited Address Book** screen will appear. Save the CSV file with an appropriate filename.

Save Delimited /	Address Book				?×
Save in	: 🗀 Templates		•	+ 🗈 💣 🎟	,
My Recent Documents Desktop My Documents My Computer My Network Places	<mark>⊯jims-addy-boo</mark> ⊪jims-addy-boo	k-contacts2.csv k-contacts1.csv			
	File name:	jims-addy-book-co	ontacts2.csv	•	Save
	Save as type:	Export Delimited F	file(*.cs∨)	•	Cancel

#### Importing CSV Files into FaxFinder Address Book with Fitted Template

1. In the FaxFinder Fax Client software, go to Address Book | Import. The Address Book Import screen will appear.

Address Book Import	×
CSV import file File name:	Browse
First Line Headings Delimiter:	
CSV import field mapping template	
File name:	Browse
Define Template	
Import Preview Import Cancel	

- 2. Under "CSV Import file," click **Browse**. A list of CSV files will appear. Select the CSV file that you want to import. (The CSV file will likely be a file outputted from MS Outlook or a file containing contacts from another client-user of the FaxFinder system.)
- 3. A delimited file can be exported with or without a first row that defines the columns. Check the **First** Line Headings checkbox if the import file has first line headings.
- 4. In the **Delimiter** dropdown menu, choose the delimiter used in the CSV file (comma, semicolon, colon, or tab).
- 5. Under CSV import field mapping template, click Browse. Select the template file (the file extension is .yml) that is needed to map the entries of the CSV file into the fields of the FaxFinder's New Contact screen. (If the CSV file is one that was exported from another FaxFinder client user, you will need the FaxFinder Client Import\_template.yml template file.)

6. To find out whether or not the new entries are being properly placed into the Address Book format, click **Preview Import**. The **Template Mapping** screen will appear.

Template Mappir	g (No First Line Headings; Delimiter:co 🗙
File details	
Template File:	C:/Documents and Settings/pmb//silvermine-template1.yml
Import File:	C:/Documents and Settings/pmb//jims-phonebook1.csv
Contact details	[ 
Fields	Values
Name:	Pierpoint Pencilton
Organization:	Paddington & Pencilton Architects
Home Phone:	
Work Phone:	
Fax Number:	970-555-7928
Address:	
City:	, 
State/Province:	, 
Postal Code:	
Previous Record	Next Record 3 of 7 OK

Use the **Next Record** and **Previous Record** buttons to page through the entries as they would appear if you proceed with importing. If the entries are to your liking, click **OK**.

If the entries are not properly organized, will may need to adjust your **Delimiter** and/or **First Line Heading** settings. Or, you may need to modify the template (see "Importing CSV Files into FaxFinder Address Book with a Customized Template" later in this chapter).

. .

For example, if the first record has a literal value of "Name" in the Name field, a literal value of "Organization" in the Organization field, etc., then your import CSV file did indeed have First Line Headings and you may have failed to check the "First Line Heading" check box. To clean up your file import, you must correct this by checking the First Line Heading checkbox.

- - -

Using Preview Import to Correct Import Problems

**Corrected File.** . -

Here the import file had included first-line headings but the First Line Headings checkbox was not checked. The consequence of this mistake is to have a meaningless entry in your Address Book.

Template Mapping (No First Line Headings; Delimiter:co... × File details Template File: C:/.../FaxFinder Client Import\_template.yml Import File: C:/.../ims-addy-book-contacts1.csv Contact details Fields Values Name: Name Organization: Organization Home Phone: Home Phone Work Phone: Work Phone Fax Number: Fax Number Address: Address City: City State/Province: State/Province Postal Code: Postal Code | 1 of 7 Next Record OK

After the First Line Headings checkbox has	
been checked, the meaningless entry is no	
longer present.	

. .

Template Mappir	(With First Line Headings; Delimiter:c	×
File details Template File:	C://FaxFinder Client Import_template.yml	
Import File:	C://jims-addy-book-contacts1.csv	
Contact details		
Fields	Values	
Name:	Jim Olson	
Organization:	Calico County Tax Office	
Home Phone:		
Work Phone:		
Fax Number:	970-555-2919	
Address:		
City:		
State/Province:		
Postal Code:		
Previous Record	Next Record 1 of 6 OK	

If you attempt to import with the wrong delimiters (suppose the import CSV file is delimited by commas and you attempt to import it using semicolons as the delimiters), then an error message will appear.

Import Error X
CSV Error - Parsing the file 'C:\Documents and Settings\pmb\Application Data\FaxFinder Client Software\Templates\jims-addy-book-contacts1.csv'
OK

7. Click **Import**. The importing activity will be indicated in the Device Status tab of the FaxFinder Fax Client Software screen.

æ	FaxFinder Fax Client Software			_ 🗆 ×
Fi	e Edit Address Book Help			
[	Device Status Pending Faxes Fax Ports Fa	× Log Address Book		
	Device	Status	Recipient	
	Print Capture	idle		
	Outlook Synchronizer	idle		
	CSV Importer	applying changes lo	←	
	192.168.4.203 (FF820) Indepen	idle	-	▼
	,			
1				

8. The new entries from the CSV file will now appear in your Address Book.

#### Importing CSV Files into FaxFinder Address Book with a Customized Template

CSV contact lists can be created in many applications (MS Outlook, MS Excel, Notepad, etc.). In general, those contact lists may contain information that does not fit directly into the format of the FaxFinder's New **Contact** screen.

Suppose a useful CSV file exists but its contents (data fields) are not in the same order as data in the **New Contact** screen. Or suppose that useful CSV file contains extra information beyond the fields of the New Contact screen. In such cases, you will have to create a template file (with file extension .yml) that properly maps the useful information from that CSV file into the format of the **New Contact** screen.

1. Consider a CSV file that has been exported from MS Excel.

28 N	🛛 Microsoft Excel - burley-mechanical-contact-list2b.csv							
1	<sup>1</sup> ≝ile Edit ⊻iew Insert F <u>o</u> rmat <u>T</u> ools <u>D</u> ata <u>W</u> indow <u>H</u> elp Ado <u>b</u> e PDF							
E 🗋	: 🗋 💕 🛃 🚑 🔩 🕵 🖤 🚉   🐰 骗 🛝 – 🕩 🖤 🔍 – 🔍 – 😣 Σ – 👌 👬 🛄 🛷 100% – 🞯 💂 Arial							
1	ta ta 🖾 👁	🐚 🗇 🏷 💆 🗞						
: -								
	F17	▼ fx						
	A	B	С	D	E	F	G	
1	Name	Company	Position	Home Phone	Cell Phone	Work Phone	Fax Number	
2	Ed Walz	Draco Ironworks	welder	970-555-3568	704-555-1214	970-555-5906	970-555-0358	
3	Tim Belzer	Belzer Radiator	mechanic	970-555-3508	970-555-0258	970-555-5736	970-555-6739	
4	Ralph Black	Terrance Paint Co	detailer	970-555-8568	704-555-1564	970-555-5942	970-555-5802	
5	Tina Lornack	Draco Ironworks	accountant	970-555-9568	970-357-2469	970-555-5446	970-555-4759	
6	Red Wiley	Lamson Supply	genl manager	970-555-3599	704-555-9314	970-555-5376	970-555-9944	
7	Lester Rill	Eck Sandblasting	blaster	970-555-3539	704-555-1277	970-555-5830	970-555-4848	
8	Ron Quincy	Lamson Supply	parts manager	970-555-3768	970-241-5794	970-555-4686	970-555-9122	
9	Dale Yarsdale	Finn Surveying	surveyor	970-555-1268	970-389-9491	970-555-5717	970-555-3368	
10	Ted Danson	Danson Pipefitting	pipefitter	970-555-3958	704-555-1834	970-555-5646	970-555-4729	

Compare the field structure of this file to that of the **New Contact** screen of the FaxFinder client Address Book.

New Contact	×
Name:	
Organization:	
Home Number:	
Work Number:	
Fax Number:	
Address:	
City:	
State/Province:	Postal Code:
ОК	

Because this CSV file contains extra fields (like "Position" and "Cell Phone") that are not in the FaxFinder Address Book **New Contact** screen, a new template will need to be created to map its information into the FaxFinder Address Book.

2. In the FaxFinder Client software, go to **Address Book | Import**. The Address Book Import screen will appear. Browse to find the CSV file that you want to import.

Address Book Imp	port	×
CSV import file		
File name:	C: \Source-Docs\burley-mechanical-contact-list2b.csv Browse	
First Line Heading	gs Delimiter: comma	
−CSV import field mappi	ing template	
File name:	Browse	
Define Template	e	
Import	Preview Import Cancel	

3. Click **Define Template**. The **Template Mapping** screen will appear. The **Imported Fields** drop-down box presents a list of all of the fields present in the CSV file.

ile details				
Template File:				
Import File:	C://burley-mechanical-c	ontact-list2b.c	:SV	
Contact details				
Field Assignment	Imported Field(s)	Na	me (Ed Walz)	-
Name:			me (Ed Walz)	
Organization:	, 		mpany (Draco Ironworks sition (welder)	; <b>)</b>
Home Phone:			me Phone (970-555-3568 Il Phone (704-555-1214)	3)
		Wo	rk Phone (970-555-5906	
Work Phone:			× Number (970-555-0358 eet Addr (11 Balcomb St	
Fax Number:			y (Parsonville) ite/Prov (CO)	
Address:		Zip		
City:	·			
· State/Province:				
Postal Code:				+ -
	1	l 1 of 9		1

4. Click on the **Imported Fields** drop-down box and select the field name from the CSV file that matches (or most closely matches) the name of the New Contact screen field into which that information will be placed.

-Contact details			
Field Assignment	Imported Field(s)	Name (Ed Walz)	<b>-</b>
Name:			+ -
Organization:			+ -

5. Then click + to map that selected field from the CSV file to the corresponding field in the New Contact screen.

-Contact details			
Field Assignment	Imported Field(s)	Company (Draco Ironworks)	-
Name:	Name (Ed Walz)		+ -
Organization:			+ -

6. When one field name from the drop-down list has been added (with the + button), the next CSV field name in the drop-down list will appear. Click + on the next line to associate that CSV field with the next New Contact screen field (if the association makes sense). Sometimes the field names will differ but it will be appropriate to map the CSV field to the New Contact screen field anyway. (For example, the "Company" field from the CSV file can logically be mapped to the "Organization" field of the New Contact screen.)

Contact details			
Field Assignment	Imported Field(s)	Position (welder)	•
Name:	Name (Ed Walz)		+ -
Organization:	Company (Draco Ironworks)		+ -

7. When the field names from the CSV file cannot logically be mapped from the CSV file to the New Contact screen (for example, the "Position" field from the CSV file cannot be logically mapped to any New Contact screen fields), skip that CSV field.

-Contact details			
Field Assignment	Imported Field(s)	Position (welder)	•
Name:	Name (Ed Walz)		+ -
Organization:	Company (Draco Ironworks)		+ -
Home Phone:			+ -

8. Search in the Imported Fields drop-down list for appropriate CSV fields and use the + button to map such CSV fields to **New Contact** screen fields as needed.

Contact details		
Field Assignment	Imported Field(s)	Home Phone (970-555-3568)
Name:	Name (Ed Walz)	Name (Ed Walz) Company (Draco Ironworks)
Organization:	Company (Draco Ironworks)	Position (welder)
Home Phone:	·	Home Phone (970-555-3568)
Home Phone.		Cell Phone (704-555-1214) Work Phone (970-555-5906)

- 9. Use the button on any line to delete an unwanted mapping.
- 10. The CSV file may have more or fewer fields than the New Contact screen.

In any event, you must map a fax recipient **Name** and a **Fax Number** from the CSV file to the New Contact screen to create valid entries in the FaxFinder Address Book.

Template Mappir	ng (With First Line He	adings; Delimiter:comm	a)	×
File details				
Import File:	C://burley-mechanical-contac	t-list2b.csv		
Contact details				
Field Assignment	Imported Field(s)	Name (Ed Walz)	-	
Name:	Name (Ed Walz)		+ -	
Organization:	Company (Draco Ironworks)		+ -	
Home Phone:	Home Phone (970-555-3568)		+ -	
Work Phone:	Vvork Phone (970-555-5906)		+ -	
Fax Number:	Fax Number (970-555-0358)		+ -	
Address:	Street Addr (11 Balcomb St)		+ -	
City:	City (Parsonville)		+ -	
State/Province:	State/Prov (CO)			
Postal Code:	Zip ()			
Previous Record	Next Record 1 o	f9 OK	Cancel	

Finish mapping all appropriate CSV fields to New Contact screen fields.

11. When the mapping is complete, click **OK**. You will then be prompted to name the template file that you have just created to accommodate this CSV file.

Save Import Terr	plate File				?×
Save in:	🗀 Templates		•	← 🗈 💣 🎟▼	
My Recent Documents Desktop My Documents My Computer	FaxFinder Clien	t Import_template.yml			
My Network Places	File name:	burley1.yml		•	Save
	Save as type:	Template File(*.yml)		•	Cancel
					1.

12. The **Address Book Import** screen will return. It will list both the CSV import file and the template file you have just created.

Address Book I	mport X
CSV import file — File name:	C:\Source-Docs\burley-mechanical-contact-list2b.csv Browse
First Line Hear	
CSV import field ma	
Modify Tem	C:/FaxFinder Client Software\Templates\burley1.yml Browse
Import	Preview Import Cancel

13. To confirm that the field mapping is appropriate, click on **Preview Import**. At this screen, you can view each entry before importing. If the entries are correct, click **OK** to return to the **Address Book Import** screen.

Template Mappir	ng (With First Line Headings; Delimiter:com	×
-File details		
Template File:	C:/Documents and Settings/pmb//burley1.yml	
Import File:	C://burley-mechanical-contact-list2b.csv	
Contact details		
Fields	Values	
Name:	Ed Walz	1
Organization:	Draco Ironworks	ſ
Home Phone:	970-555-3568	ſ
Work Phone:	970-555-5906	ſ
Fax Number:	970-555-0358	ſ
Address:	11 Balcomb St	ſ
City:	Parsonville	r
State/Province:	со	r
Postal Code:		
Previous Record	Next Record 1 of 9 OK	

- 14. If the entries are not right, you can use the **Modify Template** command to revise the template as needed.
- 15. When you are satisfied that the mapping is set up correctly, click **Import** at the **Address Book Import** screen. The importing activity will be indicated in the Device Status tab of the FaxFinder Fax Client Software screen.

*	FaxFinder Fax Client Software			
F	le Edit Address Book Help			
	Device Status Pending Faxes Fax Ports Fa	ax Log Address Book		
	Device	Status	Recipient	
	Print Capture	idle		
	Outlook Synchronizer	idle		
	CSV Importer	applying changes lo	←	
	192.168.4.203 (FF820) Indepen	idle		▼
_				

16. The new entries from the CSV file will now appear in your Address Book.

8	Address Book		_ 🗆 🗙
	Name	Organization	New
	Bill Brewer		
	Dale Yarsdale	Finn Surveying	Edit
	Ed Langley	Realty Association Presid	
	Ed Walz	Draco Ironworks	Delete
	Emmett Edgerton	Edgerton Finance Guarar	
	Jim Jarson	Larson Pizza & Lefse, Inc	
	Jim Olson	Calico County Tax Office	
	Jim Upson	Uppington Pizza Co	
	Lester Rill	Eck Sandblasting	
	Lowell Campbell	Pingree Graphics 💦 📰	
	Luigi Mezzo	Calzona Dizza Co	
	•		
	Select Cancel		

# Transferring an Established Standard FaxFinder Address Book to a New Client-User

A FaxFinder Address Book can be created in any of several ways: new contacts can be added manually, they can be added when faxes are being sent, they can be added by synchronizing with Outlook, and they can be added by importing CSV files.

In many cases, it will be desirable that all members of an organization have access to a 'starter' Address Book with a common/standard set of contact entries that might be useful to everyone in the organization. Thereafter, each individual client-user can modify his/her Address Book as needed.

Therefore, it may be important to have an established 'standard' Address Book to furnish to a new clientuser. To provide such a 'standard' starter Address Book for new client-users, follow the steps below.

1. The FaxFinder Administrator (or other keeper of the standard Address Book) should export his/her Address Book with an appropriate file name.

At the FaxFinder Client software, go to **Address Book | Export**. Choose the required delimiter from the "Delimiter" drop-down list. Then, at the **Address Book Export** screen, click **Export**.



Save the CSV file with an appropriate filename.

- 2. The FaxFinder Administrator should then send the standard Address Book CSV file to the new clientuser by email. Include advice about whether or not First Line Headings are used in the standard Address Book.
- 3. The new client-user must put the Standard Address Book CSV file into a convenient directory on his/her computer.

4. At the FaxFinder Client software, the new client-user should go to Address Book | Import. At the Address Book Import screen, the client-user should browse to the established CSV import file at the top of the screen and browse to the standard client-to-client import template file in the lower part of the screen (the file name will be FaxFinder Client Import\_template.yml or something similar and this file will be available as soon as the client software is installed).

Address Book Im	port	×
CSV import file	C:\\Templates\RMC-main-fax-addy-book-2007-Q1.csv Browse	1
First Line Headin	gs Delimiter: comma	
CSV import field mapp	ing template	
File name:	C:\\Templates\FaxFinder Client Import_template.yml Browse	
Modify Templa	te	
Import	Preview Import Cancel	

5. The new client-user should click **Import**. The organization's 'standard' Address Book will then be installed and available for use by the new client-user.

# Using Stock Cover Pages

Faxes are often accompanied by a cover page that specifies from whom it was sent, to whom it was sent, the date, and other details about the sending and receiving parties. The FaxFinder system offers several ready-made (stock) cover pages that can be used for this purpose. These stock cover pages can also be modified or customized to meet individual needs (see "Creating or Modifying Cover Page Styles" later in this chapter).

In this section, we present an example of using a stock cover page.

1. We will send the fax from the **Windows Notepad** program. (In this program, one sets the printer by going to **File | Page Setup | Printer | Properties | Name** and, in the drop-down list, set "Multi-Tech FaxFinder" as the target printer, and click **OK**).

📱 nat-re-brick-shingle-02-10-04b.txt - Notepad	_ 🗆 ×	
<u>Eile</u> <u>E</u> dit <u>S</u> earch <u>H</u> elp		
New <u>Open</u> <u>Save</u> <u>Save As</u> itects (Paddington & Pencilton) contacted you with the design of the facin <u>Page Setup</u> used in the Murkie Pond housing development? I'm expecting it to be a spec	g ial	
Pint Page Sature Before.	I	
Exit There to by to you to ! Size: [lefter 81/2x11"]	ant	
Let us knot Sincerely, Roger Sheri		
Rocky Mount Durango, Ct 976-785-31     Orientation     Margins (inches)       C Landscape     Iop:     1"		
Header: &f		
Eooter: Page %p		
OK Cancel ( Printer )		
Page Setup		? ×
Printer		
Name:     \\NWS04\HP4300TN       Status:     \\NWS04\HP4300TN       Type:     Acrobat Ditller       Acrobat Ditller     Acrobat PPFWriter       Where:     Multi-Tech FaxFinder       Comment:     IPDF935************************************	<b>V</b>	Properties
Network	(	Cancel

2. In Notepad, we select Print to send the file as a fax via the FaxFinder.

3. When the **FaxFinder Send Fax** screen appears, it will list the document we want to fax in its "Documents" pane. Next we must specify a recipient.

The recipient could either be chosen from the Address Book (by clicking on the **Address Book** button) or specified directly by clicking on + in the Recipients pane and completing the Name and Fax Number fields.

In this example, we will choose the recipient from the Address Book by highlighting the entry and clicking **Select**. Note the detailed address information about the recipient that had been stored when this party was entered into the **Address Book** (you can view the details on any Address Book entry by clicking **Edit** from the **Address Book** screen). Recipient contact info from the Address Book entry will appear later in the automated fields of the cover page. Sender contact info from the Options menu will also appear on the cover page. Which details are included in the cover page depends on the cover page style used. The "fax stamp" at the top of each sheet of the fax (which includes sender, recipient, and time info) is inserted automatically based on information from the FaxFinder server software and from the recipient fax machine.

			Some or all contact info abo the fax recipient gets transferred onto the cover pa automatically. The info includ depends on the cover page s used.	ige ded
Address Book	Organization	Add		
lim Olson Pierpoint Pencilton Emmet Edgerton	Calico County Tax Office Paddington & Pencilton Ar Edgerton Finance Guaranty	Edit	Contact - Nat Harrelson	
owell Campbell lat Harrelson	Pingree Graphics Harrelson Shingle Co.	Delete	Name:         Nat Harrelson           Organization:         Harrelson Shingle Co.           Home Number:	
Select Cancel	<b>)</b>		vVork Number:     717-9246       Fax: Number:     717-5991       Address:	
			State/Province: CO Postal Code: OK Cancel	
	<b>Options</b> ntification Fax Retry Date/Time	 Server Priority Advanced Log	DI ×	
Co	me: Roger Sherman mpany: Rocky Mountain one Number: 970-785-3119		Similarly, info about the fax se transferred from the <b>Options</b> to the cover page. (The Option	screen ns scree
	x Number: 970-785-5993 x Header Local ID: Fax Number		is accessible from the FaxFir Client Software screen using menu.)	
	Ok Cancel			

4. The FaxFinder Send Fax screen appears again but this time our recipient has been entered.

FaxFinder Send Fax				_ 🗆 ×
Recipients Name Nat Harrelson + _ Address Book	Fax Number 717-5991		Documents Document nat-re-brick-shingle-02-10-04b.tif Schedule Send : Immediately	Pages + 1 - × V
Cover Page				
Use Cover Page	Cover Page Style:	BoldComplete	7	View/Edit
Subject:				
Cover Page Notes:				
Send Fax Preview Fax	Cancel			

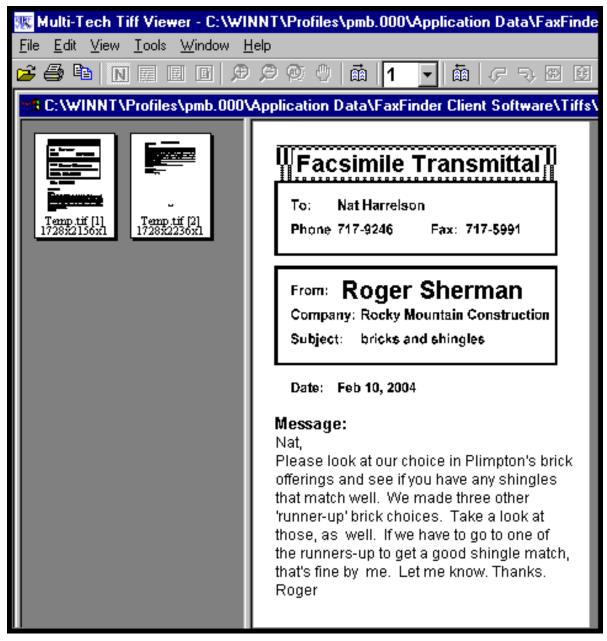
5. Since we intend to use a cover page, we click "Use Cover Page" and then select a stock cover page from the "Cover Page Style" drop-down list. We can then type a subject for the fax message and type a cover page note, each in the appropriate fields.

📚 FaxFi	nder Send Fax					_ 🗆 ×
Recipient					Documents	
Name		Fax Number			Document	Pages +
Nat Harr	elson	717-5991			nat-re-brick-shingle-02-10-04b.tif	1 _ _ _ _ _
+ -	Address Book				Schedule Send : Immediately	Schedule
Cover Pag	je					
🔽 Use (	overPage Co	ver Page Style:	BoldComplete BoldComplete			View/Edit
Subject:	bricks and shingles		BoldComplete2 FaxComplete			
Cover Pag	e Notes:		LongComment		•	
Nat, Please look at our choice in Plimpton's brick offerings and see if you have any shingles that match well. We made three other 'runner-up' brick choices. Take a look at those, as well. If we have to go to one of the runners-up to get a good shingle match, that's fine by me. Let me know. Thanks. Roger						
Send Fax	Preview Fax Cancel					

Suppose we choose the style called "BoldComplete." We can view it by clicking "View/Edit" on the **FaxFinder Send Fax** screen. The requested file will appear in the **Template Editor** screen.

🚆 Template Editor - [new.cpg]   100%	_ 🗆 ×
File Edit Insert View Settings	
	2 pt line 💌
Facsimile Transmittal	
From: Company: Subject	
Date:	

6. To see how the cover page appears after the sender and recipient information has been automatically inserted, click Preview Fax. This is how the fax cover page will be sent.



7. To send the fax, simply click Send Fax in the FaxFinder Send Fax screen.

## **Creating or Modifying Cover Page Styles**

The Multi-Tech Cover Page Generator program allows you either to produce custom cover pages or to use existing style templates. In this section, we will describe both processes, making a new template and customizing an existing stock cover page style template.

### **Creating New Cover Page Templates**

1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Edit** menu and selecting "Edit Cover Page Template."

۵	FaxFinder Fax Client Softwa	re			_ 🗆 🗵
<u>F</u> ile	Edit Address Book Help				
	Add Fax Server Add Contact	axPorts FaxLog	Address Book		
	Edit Cover Page Template		Status	Recipient	
			idle		
	Fax Finder at 192.168.3.30		idle		

2. The main **Template Editor** screen will appear. Open it to full-screen size.

File Edit Insert View Settings

3. Several types of objects can be added to a cover page file. These are listed in the **Insert** dropdown menu.



The commands to create these objects can be invoked either here or from buttons on the Tool Bar. We will invoke various commands from these toolbar buttons throughout this procedure.

4. Decide on the categories for which you want automated fields on the fax cover page. Generally speaking, you will want to include information about the Sender and the Recipient. For each type of information, you will want a label in "Static Text" and an "Edit Box" ("Field Text") into which the automated information will go. Information about the sender will be automatically transferred from the FaxFinder Client Software Options screen onto the cover page; information about the recipient will come to the cover page from the FaxFinder Address Book's Contact screen or from the FaxFinder Send Fax screen (if the Add Recipient button is used to specify the fax recipient); and occasional information will come from the FaxFinder Send Fax screen (for the date of the fax).

To insert an automated field, you must double-click on the "Edit Box" button and then drag open a box at the desired place on the screen. Typically, one would place the label of the category using the Static Text icon first and then locate the Edit Box beside it. (The "Edit Box" button invokes the same function as the "Field Text" command in the **Insert** menu.)

Static Text Icon	Edit Box or Field Text Icon
	abl

Object Type in Template Editor	Source of Info Placed in Field	Description
User Name	FF Client Add Device Address screen	User Name within FaxFinder system
From Name	FF Client Options screen	Sender's Name
From Company Name	FF Client <b>Options</b> screen	Sender's Company Name
From Phone	FF Client Options screen	Sender's Voice Phone Number
From Fax Number	FF Client Options screen	Sender's Fax Number
Destination Name	FF Client <b>Contact</b> screen or <b>Send Fax</b> screen	Recipient's Name
Destination Company Name	FF Client Contact screen	Recipient's Company (Organization) Name
Destination Phone Number	FF Client Contact screen	Recipient's Voice Phone Number
Destination Fax Number	FF Client <b>Contact</b> screen or <b>Send Fax</b> screen	Recipient's Fax Number
Date	client's PC	Date of Fax Transmission
Subject	FF Client Send Fax screen	Subject of Fax Message
Comment	FF Client Send Fax screen	Comment about Fax Message
Title	not used	not used
Department	not used	not used
Address 1	FF Client Contact screen	Recipient's Street Address
Address 2	not used	not used
City	FF Client Contact screen	Recipient's City
State	FF Client Contact screen	Recipient's State/Province/County, etc.
ZIP Code	FF Client Contact screen	Recipient's ZIP code or postal code

The FaxFinder supports the automated field types listed in the table below.

5. Select the "Static Text" cursor labeled **N** and drag to open the desired field.



To have freedom to move the cursor in a continuous fashion leave the Grid button, the unselected position (its darker shade represents its unselected state). You can also turn the Grid on and off in the Settings pull-down menu.

6. Enter the field label in the Static Text box. Be sure to allow enough room for the size of font you have chosen. If the box is too small for the font size, the text will be cut off.

To select font, the font style, and font size, use the

A cursor.

You can also access font settings from the **Settings** dropdown menu.

To align the text to the left edge, right edge, or center of the box, use the



cursor.

For example, you might create a static text item of the word "Date." To move the box, click on it and move it when the 4-direction cursor appears. To expand or contract the box, click on it and drag an edge or a handle until the desired size/shape is achieved.

7. Select the "Edit Box" (or "Field Text") cursor labeled **ab** and drag to open the desired field. Double-click on the box you have opened. The **Properties** screen will appear. Scroll down the list and highlight the field type (listed in the "Type" drop-down list) that you want on the cover page. There is no need to use the "Title" field. Click **OK**.

You will not type anything in the Edit Box that appears on the screen. However, be sure to make the Edit Box large enough for the font size you have chosen. If the box is too small for the font size, the text will be cut off.

To follow our example, you would select "Date" to insert a date field next to the "Date" label you have previously placed on the page.

😹 Template Editor - [new.cpg]   100%		_ 🗆 ×
File Edit Insert View Settings		
Properties	🛃 🔜 A 🔍 🗊 🗶	2 pt line 💌
ObjectType: FieldText		
Title:	_	
Type:		
User Name		
Destination Phone Number Destination Fax Number		
Date		
Subject Comment		
	_ <u>_</u>	
Date:		

You might want the automated field value to be placed on a line or in a rectangle. If so, you could use the line cursor to put a line beneath the edit box or use the rectangle cursor to place a rectangle around the edit box. You can place lines, rectangles, and ellipses on the page for any purpose. Rectangles and ellipses can have a solid fill or a shading (called "hilight"). These graphic functions are described in the table below.

Shape Cursors:				
A. Line	B. Rectangle	C. Ellipse	D. Hilight shape	E. Fill shape
Use to draw	Use to draw rectangles.	Use to draw ellipses.	Not supported.	When selected, any rectangle or ellipse made will have a black fill.

To set the line width for lines, rectangles, and ellipses, use the drop-down box at the far-right of the **Template Editor**'s tool bar. (You need to have the screen open widely enough to see its entirety.)

🚆 Template Editor - [new.cpg]   100%		- I X
File Edit Insert View Settings		
	🔿 🔳 🗊 🗩 🗛 🔯 🖉 2 pt	line 💌

8. To add a graphic file to the cover page template, click on the Image icon.

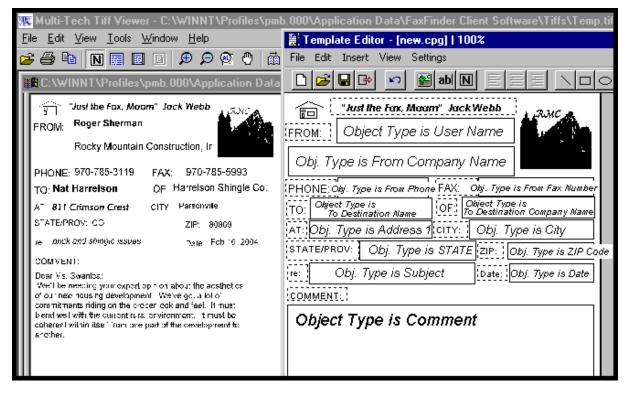


Then browse to the directory that contains the desired graphic file. Files of type **bmp** and **tif** can be inserted into cover pages.

Insert graphics files into your cover page template as needed.

- 9. Save the file to the Cover Pages directory in your operating system. The .cpg file must be saved in this location in order for it to be accessible to the FaxFinder client software. When saved to this location, the file name of the customized cover page template you have created will appear in the "Cover Page Style" drop-down list on the FaxFinder Send Fax screen.
- 10. We advise previewing and printing your custom cover page template using the Multi-Tech Tiff Viewer program rather than the Template Editor program.

The illustration below shows how the fields specified in the Template Editor program will be filled out when the template is used at the FaxFinder Client **Send Fax** screen. The Object Types (from the Properties screen that appears when you double-click on an Edit Box) for common field types are specified.



## Modifying Existing Cover Page Templates

- Note: While all five stock cover page styles can be readily customized, the styles "PlainComplete" and "PlainShort" are especially well suited to customization. In most cases, one can start with these files and simply add one's own company name in text or insert one's graphical company logo.
- 1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Edit** menu and selecting "Edit Cover Page Template."

🗞 FaxFinder Fax Client Softwar	re		
File Edit Address Book Help Add Fax Server Add Contact	ax Ports Fax Log Address Book		
Edit Cover Page Template	Status idle idle	Recipient	

2. In the **File** menu, select "Open." Browse to the directory into which the FaxFinder client software has been installed. Typically, this will be C:\Program Files \ Multi-Tech Systems \ FaxFinder Client Software \ Cover Pages. Select a cover page template from the list.

For our example, we will use the cover page template file FaxComplete.cpg.

3. In the File menu, select "Save As" and rename the file, saving it in the 'Application Data' directory for the FaxFinder client software (this is a default directory). The default directory will vary for different Windows operating systems. (For Windows 2000, this will be C:\Winnt \ Profiles \ *<username>* \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\*<username>*\Application Data\Fax Finder Client\Cover Pages.) In all cases, however, the new cover page template must be saved in the default location in order for the FaxFinder Send Fax screen to detect it and make it available for use.

For our example, we will rename the file rmc1.cpg, for the purposes of our fictitious company, Rocky Mountain Construction, Inc.

🔡 Template Ed	itor - [new.cp	g]   100%		_ [	IJN
File Edit Insert	View Setting	38			
	* 🖍 🎬	abinie	) <b>= </b>	D D A	
					•
Fax					
IUA					
• (6773)	File Save			2	×
IThona	r				
+ (Freni	Savejn:	🔄 CoverPages	- 🗈		J
Congany	📓 BoldCom				
Subject	FaxComp				
• Pacesage	📓 LongCom 📓 PlainCom				
	PlainSho				
	📕 BoldCom				
	I				_
	File <u>n</u> ame:	rmc1		<u>S</u> ave	_
	Save as <u>type</u> :	Cover Page (*.cpg)	•	Cancel	

4. You can use the **Tab** key to skip from field to field in the template. Note, however, that any values added to template fields will be overwritten by values specified in the Address Book (in "New Contact" screens launched from **Edit | Add Contact** in the FaxFinder Fax Client Software program).

5. Add company logo at top of cover page.

For our example, we will add the graphic file "ff-rocky-mtn-logo1.bmp" to the cover page.

In the Insert menu of the Template Editor, select "Image."

🧱 Templ	ate Editor - [C:\Documents and Settings\pmb\Applic
File Edit	Insert View Settings
	Image     abl N     E     E     E       Field Text     N     N     N     N
Fa •	Static Text Line Rectangle Ellipse
• •	

Browse to the location of the graphics file to be used. Click **Open**.

Move the + cursor to the desired location of the graphic. Then click and drag to size the graphic. Click and drag on the cursor dots on the periphery of the image to resize it and set its vertical/horizontal aspect ratio.

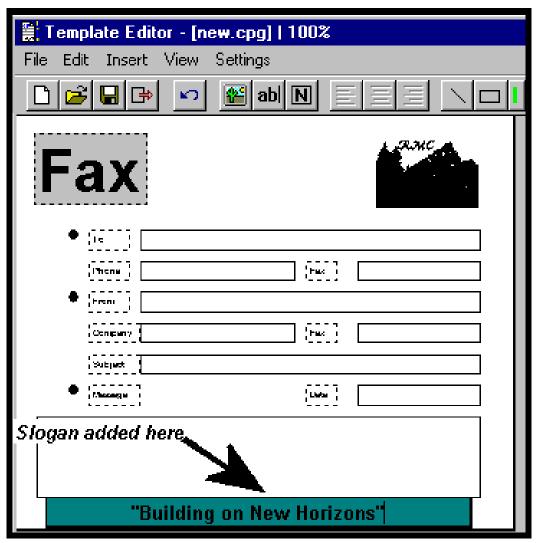
🚆 Template Editor - [new.cpg]   100%	
File Edit Insert View Settings	
	=
Fax Logo graphic added here ===>	
(Phene ) [Pac ]	
+ (From )	
Conguny	
, Subject	
Checange	

6. Add company slogan to bottom of template.

For the purposes of our fictitious company, Rocky Mountain Construction, Inc., we will use the slogan "Building on New Horizons."

Select the "Static Text" cursor labeled **N** and drag to open a text box at the bottom of the template page.

Enter the slogan.



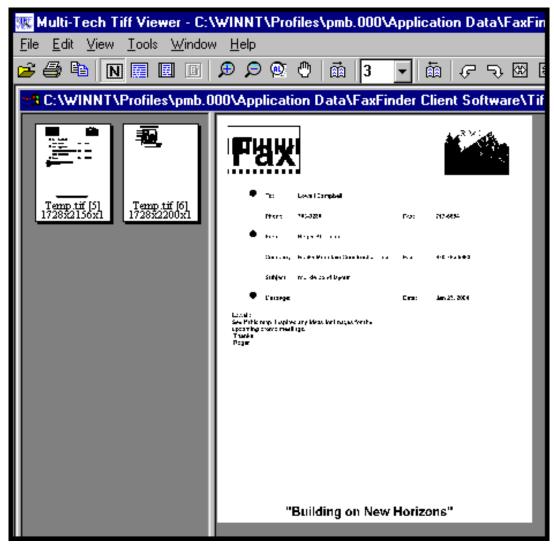
7. In the File menu, select "Save As" and overwrite the file using the same filename used in step 3, saving it in the 'Application Data' directory for the FaxFinder client software. (For Windows NT4/2000, this will be C:\Winnt \ Profiles \ *<username>* \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<*username>*\Application Data\Fax Finder Client\Cover Pages.)

For our example, we will overwrite the file using the file name **rmc1.cpg**, which befits the purposes of our fictitious company, Rocky Mountain Construction, Inc.

8. To use your customized template when sending a fax, you must click "Use Cover Page" in the FaxFinder Send Fax screen. Then scroll through the "Cover Page Style" list to find the file name of the custom template you have created. In our example, it is rmc1.

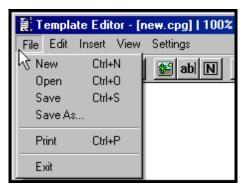
FaxFinder Send Fax			<u>_ 🗆 ×</u>
Recipients		Documents	
Name	Fax Number	Document	Pages +
Lowell Campbell + _ Address Book	717-5854	Schedule	1 - A V
Cover Page		*****	
	u Davis Chulau una d		View/Edit
Use Cover Page	er Page Style: rmc1	×	View/Edit
Subject: murkie pond layout			
Cover Page Notes:			
Lowell: See if this map inspires any ideas for imag Thanks. Roger	ges for the upcoming promo meetings.		
Send Fax Preview Fax Cancel			

9. When the fax is sent, the 'automated' fields on the cover page template will be filled in with information from the Address Book (if the recipient is listed there). Click on "Preview Fax" in the **FaxFinder Send Fax** screen to examine the fax with cover page.



# **Cover Page Generator Menu/Icon Command Descriptions**

## File Menu



FaxFinder Cove	FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	lcon	Shortcut	Description	
File Menu commands				
New	D	Ctrl + N	Creates new cover page template file.	
Open	B	Ctrl + O	Opens an existing cover page template file for viewing or editing.	
Save		Ctrl + S	Saves cover page cpg file at current path.	
Save As			Saves cover page cpg file at new path that user specifies.	
Print	9	Ctrl + P	Prints the current cover page template.	
Exit	₿		Closes current cover page template file and closes program. User is prompted to save.	

## Edit Menu

The Undo command (also accessible using the keyboard shortcut Ctrl + Z).

The undo button.

Undo reverses the effect of the last command.



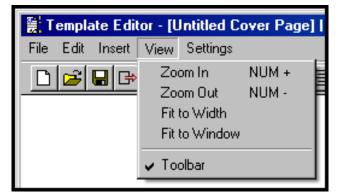
## Insert Menu

File Edit	Insert View S Image Field Text Static Text Line Rectangle Ellipse Hilite Filled Object	ettings	<u>=</u> <u>=</u>	1 pt line1 pt line2 pt line3 pt line4 pt line5 pt line7 pt line10 pt line15 pt line
-----------	--	---------	-------------------	---

FaxFinder C	FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	lcon	Description	
Insert menu comm	ands		
Image		Use to insert a bmp or tif image into the cover page template.	
Field Text or Edit Box	abl	Use to insert an automated field into the cover page template. The values inserted into automated fields come from FaxFinder Address Book, FaxFinder Send Fax screen, from client user's PC, and from the remote fax sender. When you create a new Edit Box, you must select it and double-click on it to make the Item ID screen appear. It is in the Item ID screen that you specify which type of information will be placed in this position on the fax cover page. Use icons to align text to left, center, or right. Use "Font" icon or command in <b>Settings</b> menu to alter font, font size, and font style.	

FaxFinder Cover Pa	FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	lcon	Description		
Insert menu commands				
Static Text	N	Use to insert text objects needed in the cover page template. These uses include labels for automated fields (TO, FROM, DATE, etc.) and plain text like a company name or slogan. Use icons to align text to left, center, or right. Use "Font" icon or command in <b>Settings</b> menu to alter font, font size, and font style.		
Line	$\left  \right\rangle$	Use to insert line objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.		
Rectangle		Use to insert box objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.		
Ellipse	0	Use to insert circles or elliptical objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.		
Hilite	=	Not supported.		
Filled Object		When selected, rectangles and ellipses created will have black fill.		
deleting objects		Use the keyboard <b>Delete</b> key to delete a selected object.		
Line Size dropdown menu		Use to select line widths for line objects, rectangle objects, and ellipse objects. This icon is located at the far right on the screen. You may need to open the program to "Full Screen" view to see this drop-down menu.		

## View Menu



FaxFinder Cover P	FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	lcon	Description		
View Menu commands				
Zoom In	€	Use to view a smaller area of the cover page template file in greater magnification.		
Zoom Out	R	Use to view a larger area of the cover page template file in a lesser magnification.		
Fit to Width		Use to get magnification of file such that its horizontal dimension fits proportionally into the window.		
Fit in Window		Use to get magnification of file such that the entire cover page template fits proportionally into the window.		
Toolbar		Use to show or hide toolbar of command icons.		

### **Settings Menu**



FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	lcon	Description
Settings Menu com	mands	
Font	A	Brings up Font dialog box in which font, font size, and font style can be set.
Grid		Use to turn grid on and off. If grid is off, objects can be positioned in cover page in a continuous fashion. If grid is on, objects can only be positioned at discrete grid coordinates.

# **Reporting Failed Faxes to the Administrator**

Occasionally clients will receive email messages from the FaxFinder that pertain to faxes that have failed partially or entirely. That is, some or all of the intended pages of the fax may arrive in a form that cannot be read. Here is the sequence of events you may encounter and the proper response.

- 1. The client user receives an email message from the FaxFinder about a partially or wholly failed fax sent to him/her.
- 2. Advise the sender of the fax to re-send all or part of the fax.
- 3. If the fax was only partially a failure, then TIFF/PDF files for the successful pages will be attached. If any pages of the fax failed, then an additional file will be attached to the email message. It will have a name like modem0modem1\_date-time.txt. This is the modem log file.
- 4. The modem log file contains information about the "conversation" between the sending modem and the FaxFinder's receiving modem. This information may be valuable to the FaxFinder administrator in protecting the fax system and preventing future errors.
- 5. The client user should forward the modem log file to the FaxFinder administrator in an email message. The FaxFinder administrator's email address should be viewable in any fax you have received via the FaxFinder.

# Chapter 4 – Warranty, Service, & Repair

## **Multi-Tech Warranty Statement**

Multi-Tech Systems, Inc., (hereafter "MTS") warrants that its products will be free from defects in material or workmanship for a period of two, five, or ten years (depending on model) from date of purchase, or if proof of purchase is not provided, two, five, or ten years (depending on model) from date of shipment. MTS MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.

This warranty does not apply to any products which have been damaged by lightning storms, water, or power surges or which have been neglected, altered, abused, used for a purpose other than the one for which they were manufactured, repaired by Customer or any party without MTS's written authorization, or used in any manner inconsistent with MTS's instructions.

MTS's entire obligation under this warranty shall be limited (at MTS's option) to repair or replacement of any products which prove to be defective within the warranty period or, at MTS's option, issuance of a refund of the purchase price. Defective products must be returned by Customer to MTS's factory — transportation prepaid.

MTS WILL NOT BE LIABLE FOR CONSEQUENTIAL DAMAGES, AND UNDER NO CIRCUMSTANCES WILL ITS LIABILITY EXCEED THE PRICE FOR DEFECTIVE PRODUCTS.

#### **Repair Procedures for U.S. and Canadian Customers**

In the event that service is required, products may be shipped, freight prepaid, to our Mounds View, Minnesota factory: Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 Attn: Repairs, Serial #\_\_\_\_\_

A Returned Materials Authorization (RMA) is not required. Return shipping charges (surface) will be paid by MTS to destinations in U.S. and Canada.

Please include, inside the shipping box, a description of the problem, a return shipping address (must have street address, not P.O. Box), and your telephone number. If the product is out of warranty, payment in advance is required. Acceptable means of payment include credit card, wire transfer, or a check in U.S. dollars drawn on a U.S. bank.

For out of warranty repair charges, go to COMPANY/Policies/warranty/ .

Extended two-year overnight replacement service agreements are available for selected products. Please call MTS customer service at (888) 288-5470 or visit our web site at /PARTNERS/Programs/overnight\_replacement/ for details on rates and coverages.

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our Technical Support department at (800) 972-2439 or email <u>support@multitech.com</u>. Please direct your questions regarding repair expediting, receiving, shipping, billing, etc., to our Repair Accounting department at (800) 328-9717 or (763) 717-5631, or email <u>mtsrepair@multitech.com</u>.

Repairs for damages caused by lightning storms, water, power surges, incorrect installation, physical abuse, or user-caused damages are billed on a time-plus-materials basis.

#### Repair Procedures for International Customers (Outside U.S.A. and Canada)

Your original point-of-purchase Reseller may offer the quickest and most economical repair option for your Multi-Tech product. You may also contact any Multi-Tech sales office for information about the nearest distributor or other repair service for your Multi-Tech product. The Multi-Tech sales office directory is available at <a href="http://www.multitech.com/PARTNERS/Channels/offices/">www.multitech.com/PARTNERS/Channels/offices/</a>

In the event that factory service is required, products may be shipped, freight prepaid to our Mounds View, Minnesota factory. Recommended international shipment methods are via Federal Express, UPS or DHL courier services, or by airmail parcel post; shipments made by any other method will be refused. Please include, inside the shipping box, a description of the problem, a return shipping address (must have street address, not P.O. Box), and your telephone number. If the product is out of warranty, a payment in advance is required. Acceptable means of payment include credit card, wire transfer or a check in U.S. dollars drawn on a U.S. Bank. Repaired units shall be shipped freight collect, unless other arrangements are made in advance.

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our Technical Support department nearest you or email support@multitech.com. When calling the U.S., please direct your questions regarding repair expediting, receiving, shipping, billing, etc., to our Repair Accounting department at +(763) 717-5631 in the U.S.A., or email mtsrepair@multitech.com.

Repairs for damages caused by lightning storms, water, power surges, incorrect installation, physical abuse, or user-caused damages are billed on a time-plus-materials basis.

#### **Repair Procedures for International Distributors**

International distributors should contact their MTS International sales representative for information about the repair of Multi-Tech product(s).

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our International Technical Support department at +(763)717-5863. When calling the U.S., please direct your questions regarding repair expediting, receiving, shipping, billing, etc., to our Repair Accounting department at +(763)717-5631 in the U.S.A. or email mtsrepair@multitech.com.

Repairs for damages caused by lightning storms, water, power surges, incorrect installation, physical abuse, or user-caused damages are billed on a time-plus-materials basis.